Appendix 16 to
Eleventh Amendment of
Master Services Agreement

May 31, 2016

Attachment to Data Center Services
Service Component Provider
Master Services Agreement
DIR Contract NO. DIR-DCS-SCP-MSA-002

Between

The State of Texas, acting by and through
the Texas Department of Information Resources

and

Atos IT Governmental Outsourcing Services, LLC (formerly called XBS Disposition Subsidiary Two, LLC)

Attachment 4-D
Resource Baselines

May 31, 2016

Change Log

CCR	Amendment	Date	Description of Change
CCR-18, CCR-19	Amendment 2	June 30, 2012	Changed "Consolidated File and Print" to "Enterprise File and Print" on all tabs
CCR-31	Amendment 3	September 28, 2012	Added "Courier" line item under Print and Mail Services, updated volumes for affected DCS Customers Added line items for O365 RUs (Exchange Plan 1, Exchange Plan 2, Office Suite E1, Kiosk Workers Plan 1, Educational Plan A3, Suite E3) and Hosted Secure RU to all tabs; updated volumes for affected DCS Customers Added **Notes (a)** and **(b)** to **Consolidated RU Volumes** tab
CCR-48	Amendment 6	January 31, 2013	Adjusted STM, Server Storage, and Remedy Licenses RU Baseline Units for Years 1-8 in all tabs to account for true-up Removed RUs by DIR Customer Stub Period tab Added line items for O365 G1 and G3 plans in all tabs
CCR-0052	Amendment 7	May 31, 2013	Updated Consolidated RU Volumes, RU by DIR Customer Year 1, Rollup, DMV, SOS, and TxDOT tabs to reflect Optical Storage RU true-up Updated Consolidated RU Volumes, RU by DIR Customer Year 1, Rollup, DMV, HHSC, OAG-AL, OAG-CS, TDCJ, TxDOT, TWC, and TJJD tabs to fix broken band in IBM Offsite Tape Storage RU
CCR-0062	Amendment 8	June 28, 2013	Updated for Exadata changes RU by DIR Customer year 1 and Rollup Tabs updated. DMV, HHSC, OAGAL, OAGCS, SOS, TJJD, TWC and TXDOT tabs updated. IBM offsite tape storage and courier updated.
CCR-00116	Amendment 9	March 1, 2014	Updated all tabs to reflect addition of Appliances and T3R storage RUs; updated description of T3 and T3R storage to match Exhibit 4. Edited footnote (c) to reflect that Enterprise F/P instances are included in MSI instance counts
CCR-xxx	Amendment 11	May 11, 2016	Updated "Consolidated RU Volumes" tabs to reflect new RU volumes for STM, Remedy, and SLA RUs; edited footnote to include some utility servers

Category	Premise / Vendor	Resource Unit	Description	Year 6	Year 7	Year 8
Infra	Cons/Non-Cons	Hardware Maintenance - DIR Customer-Owned STM Servers		1,561	1,561	1,561
Infra	Cons/Non-Cons	Server Infrastructure (NW/FW)	Intel	4,118	4,118	4,118
Infra	Cons/Non-Cons	Server Infrastructure (NW/FW)	Unix	544	544	544
Infra	Cons/Non-Cons	O/S License	Windows	3,178	3,178	3,178
Infra	Cons/Non-Cons	O/S License	Linux - RedHat	523	523	523
Infra	Cons/Non-Cons	O/S License	Linux - SUSE	417	417	417
Infra	Cons/Non-Cons	O/S License	Unix	544	544	544
Infra	Cons	SAN Storage	Tier 1 (Ultra High)	-	-	-
Infra	Cons	SAN Storage	Tier 2 (High)	420,958	420,958	420,958
Infra	Cons	SAN Storage	Tier 3 (Medium)	1,470,992	1,470,992	1,470,992
Infra	Cons	SAN Storage	Tier 4 (Low)	69,171	69,171	69,171
Infra	Non-Cons	SAN Storage	Customer Premise SAN	823,898	823,898	823,898
Infra	Cons/Non-Cons	Backup	Active	1,774,622	1,774,622	1,774,622
Infra	Cons/Non-Cons	Backup	Long-term Retention	976,665	976,665	976,665
Infra	Cons/Non-Cons	Backup	Non-Avamar	305,560	305,560	305,560
Infra	AWS	Storage	Market Rate	-	-	-
Infra	AWS	Backup	Market Rate	-	-	-
Infra	Azure	Storage	Market Rate	-	-	-
Infra	Azure	Backup	Market Rate	-	-	-
Services	Non-Cons	Remote Server Break Fix	Per Server	1,550	1,550	1,550
Services	All	Storage Management	Storage Management	2,785,019	2,785,019	2,785,019
Services	Cons/Cloud	Storage Management	Storage Replication Mgmt	210,479	210,479	210,479
Services	All	Backup/Recovery Management	Active (<=31 days)	1,774,622	1,774,622	1,774,622
Services	All	Backup/Recovery Management	Long-term Retention (>31 days)	976,665	976,665	976,665
Services	Cons/Non-Cons	Backup/Recovery Management	Non-Avamar	305,560	305,560	305,560
Services	All	Backup	Off site tape	29,020	23,216	23,216
Services	AWS	Storage	Market Rate	-	-	-
Services	AWS	Backup	Market Rate	-	-	-
Services	Azure	Storage	Market Rate	-	-	-
Services	Azure	Backup	Market Rate	-	-	-
Services	All	OS Monitoring	Windows	3,178	3,178	3,178
Services	All	OS Monitoring	Linux	940	940	940
Services	All	OS Monitoring	UNIX	544	544	544
Services	Cons/Cloud	OS Management	Windows-Gold	1,013	1,013	1,013
Services	Cons/Cloud	OS Management	Windows-Silver	728	728	728
Services	Cons/Cloud	OS Management	Windows-Bronze	1,437	1,437	1,437
Services	Cons/Cloud	OS Management	Linux-Gold	281	281	281
Services	Cons/Cloud	OS Management	Linux-Silver	285	285	285
Services	Cons/Cloud	OS Management	Linux-Bronze	374	374	374
Services	Cons/Non-Cons	OS Management	Unix-Gold	151	151	151
Services	Cons/Non-Cons	OS Management	Unix-Silver	160	160	160
Services	Cons/Non-Cons	OS Management	Unix-Bronze	233	233	233
Services	All	Patching and Compliance MGMT	Windows	3,178	3,178	3,178
Services	All	Patching and Compliance MGMT	Linux	940	940	940
Services	All	Patching and Compliance MGMT	UNIX	544	544	544
Services	AWS/Azure	Cloud VDC Mgmt	Per Ex 4	-	-	-
Services	All	DBMS	Minimal Support	-	-	-
Services	All	DBMS	Partial Support	-	-	-
Services	All	DBMS	Full Support	675	675	675
Services	All	Middleware Management	Simple	4	4	4
Services	All	Middleware Management	Medium	49	49	49
Services	All	Middleware Management	Complex	211	211	211
Services	All	OS Clustering Management		261	261	261
Disaster Recov	All	Disaster Recovery	Full Test	258	258	258
Disaster Recov	All	Disaster Recovery	Customer Table Top Test	115	115	115
Network	Cons	Network - Optional Services	Load Balancing Mgmt	91	91	91
Network	Cons/Non-Cons	Network - Optional Services	Point to Point VPN	21	21	21
Network	Cons/Non-Cons	Network - Optional Services	End User VPN	490	490	490
Security	All	Base Security Services	EPS, Vulnerability, Logging, Event	4,662	4,662	4,662
Security	All	Optional Security Services	HIDS/HIPS	278	278	278
AMO	All	Cross Functional Services (No CSM, procurement, AMO ,PMO)	Fixed Fee per Ex 4	NA	NA	NA
AMO	All	Cross Functional Services (No CSM, procurement, AMO ,PMO)	Fixed Fee per Ex 4	NA	NA	NA
AMO	All	Cross Functional Services (CSM)	Fixed Fee per Ex 4	NA	NA	NA
AMO	All	Project Pool	Fixed Fee per Ex 4	NA	NA	NA
AMO	All	Datacenter charge	Fixed Fee per Ex 4	NA	NA	NA

Resource Baseline Units

Agency: Consolidated Enterprise (excludes ASU volumes - see last tab)

Resource Description	Units	Stub Period	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8
Mainframe Services										
IBM										
CPU Hour	CPU Hour	4,639	4,639	4,639	4,639	4,639	4,639	4,639	4,639	4,639
CPU Hour - Specialty Engine	CPU Hour	139	139	139	139	139	139	139	139	139
IBM Mainframe Allocated Application DASD	GB	24,249	24,249	24,249	24,249	24,249	24,249	24,249	24,249	24,249
IBM Application Tapes in Storage - VTS	GB	218,392	218,392	218,392	218,392	218,392	218,392	218,392	218,392	218,392
IBM Offsite Tape Storage	Tape/Reel	1,819	1,185	1,185	1,185	1,185	1,185	1,185	1,185	1,185
Print and Mail Services										
Print Images	Images	17,578,560	17,578,560	17,578,560	17,578,560	17,578,560	17,578,560	17,578,560	17,578,560	17,578,560
Mailing Insertions	Inserts	3,308,796	3,308,796	3,308,796	3,308,796	3,308,796	3,308,796	3,308,796	3,308,796	3,308,796
Courier	Jobs Delivered	25,725	8,300	8,300	8,300	8,300	8,300	8,300	8,300	8,300
Server Services										
Service Tier Matrix										
Consolidated Data Centers Support (ADC/SDC)										
Intel (Wintel, Novell, Linux, non-Unix)										
Gold	Instance	374	369	470	571	673	719			
Silver	Instance	501	376	479	581	684	731			
Bronze	Instance	291	449	633	817	1,001	1,085			
UNIX										
Gold	Instance	283	122	135	147	160	166			
Silver	Instance	194	137	165	193	221	234			
Bronze	Instance	75	93	107	121	136	142			
Non-Consolidated Support (non ADC/SDC)										
Intel (Wintel, Novell, Linux, non-Unix)										
Gold	Instance	609	485	384	283	181	135			
Silver	Instance	1,065	601	476	350	225	167			
Bronze	Instance	1,063	1,065	843	620	398	296			
UNIX										
Gold	Instance	188	61	48	36	23	17			
Silver	Instance	242	134	106	78	50	37			
Bronze	Instance	97	68	54	40	25	19			
Total Service Tier Matrix Instances		4,983	3,960	3,899	3,838	3,777	3,749			
Utility Servers										
Email Accounts - Consolidated	Accounts	7,574	580	580	580	580	580	580	580	580
Email Accounts - Remote	Accounts	27,924	9,922	9,922	9,922	9,922	9,922	9,922	9,922	9,922
O365 - Exchange Plan 1 (b)	Accounts	-	12,625	12,625	12,625	12,625	12,625	12,625	12,625	12,625
O365 - Exchange Plan 2 (b)	Accounts	-	110	110	110	110	110	110	110	110
O365 - Office Suite E1 (b)	Accounts	-	3,260	3,260	3,260	3,260	3,260	3,260	3,260	3,260
O365 - Office Suite G1 (b)	Accounts	-	-	-	-	-	-	-	-	-
O365 - Kiosk Workers Plan 1 (b)	Accounts	-	3,015	3,015	3,015	3,015	3,015	3,015	3,015	3,015
O365 - Educational Plan A3	Accounts	-	-	-	-	-	-	-	-	-

Resource Description	Units	Stub Period	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8
O365 - Suite E3	Accounts	-	-	-	-	-	-	-	-	-
O365 - Suite G3	Accounts	-	-	-	-	-	-	-	-	-
Hosted Secure	Accounts	-	6,500	6,500	6,500	6,500	6,500	6,500	6,500	6,500
Appliance RU	Instances	-	-	-	-	-	46	46	46	46
Enterprise File and Print	Instances	-	-	-	-	-	32	32	32	32

Server Storage

Consolidated Data Centers (ADC/SDC)

Enterprise Storage

Resource Description	Units	Stub Period	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8
Tier 1 - Mission Critical - High Speed	GB	-	21,903	27,745	33,588	39,431	42,352			
Tier 2 - Business Critical	GB	50,141	472,484	575,732	678,979	782,227	833,851			
Tier 3 - Archive - Online, Long Term Retention	GB	-	40,553	66,510	92,467	118,424	131,403			

Tape and Backup

Server Tape Stored - TSM	GB Stored	903,817	3,370,380	3,412,997	3,455,614	3,498,231	3,519,540			
Offsite Tape Storage	Tapes	11,792	13,825	25,084	36,343	47,603	53,232			

Non-Consolidated Service Locations

Disk Storage

Dedicated and Shared	GB	1,240,143	664,964	529,916	394,869	259,821	192,298			

Tape and Backup

Server Tape Stored - TSM	GB Stored	370,809	1,190,746	1,148,129	1,105,511	1,062,894	1,041,586			
(a) Server Tape - Other	GB Writes	1,589,485	1,195,874	1,195,874	1,195,874	1,195,874	1,195,874			
Offsite Tape Storage	Tapes	51,529	59,497	48,238	36,979	25,719	20,090			

Other Storage

Optical	GB	134	83	83	83	83	83	83	83	83

Miscellaneous Server Services

Hardware Services Charges (HSC)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Software Charge (SSC)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Hardware Maintenance - DIR Customer-Owned STM Servers	Server	4,495	4,046	3,147	2,248	1,349	450	-	-	-

MSI Services

CPU Hour	CPU Hour	4,778	4,778	4,778	4,778	4,778	4,778	4,778	4,778	4,778
Print Images	Images	17,578,560	17,578,560	17,578,560	17,578,560	17,578,560	17,578,560	17,578,560	17,578,560	17,578,560
STM Server Instances	Instances	4,983	3,960	3,899	3,838	3,777	3,749	4,784	4,784	4,784
DIR Customer Support	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Chargeback Users	Users	162	162	162	162	162	162	162	162	162
Remedy Licenses	Licenses	100	132	132	132	132	200	200	200	200
SCP Service Level Measures	Measures	86	86	86	86	86	83	83	83	83
Program Management	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

(a) No assumption has been made regarding Transformation of the Server Tape - Other RU volumes. It is assumed that this baseline volume would be reduced as a result of Transformation with an increase in Consolidated Server Tape Stored - TSM RU volumes. However, it has not been determined how the volumes would convert from Other to TSM at this point.

(b) These email volumes are based off of the initial timeline of planned migrations for all agencies expecting to move to O365 and show the agencies on their future email platform for the year in which they migrated over.

(c.) * STM Server Instances includes Exadata Instances, Enterprise File and Print Instances, Remote File Instances, Non-Consolidated SCCM Support, Appliances, Cloud Storage Virtual Instances and OS Management Instances.

(d) Courier volumes are 25,725 for first 10 months and 8,300 for final two months of FY1

(e) Volumes for Tier 3R are calculated monthly in accordance with the provisions of **Exhibit 4.**

Resource Baseline Units

Agency: Consolidated Enterprise

Year 1

Resource Description	Units	DADS	DARS	DFPS	DIRA	DIRTXO	DMV	DSHS	HHSC	HPC	OAGAL	OAGCS	PUC	RRC	SOS	TABC	TCEQ	TDA	TDCJ	TDI
Mainframe Services																				
IBM																				
CPU Hour	CPU Hour	-	-	-	-	-	81	-	363	-	16	657	-	30	-	-	-	-	1,511	-
CPU Hour - Specialty Engine	CPU Hour	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
IBM Mainframe Allocated Application DASD	GB	-	-	-	-	-	231	-	287	-	75	14,516	-	382	-	-	-	-	4,013	-
IBM Application Tapes in Storage - VTS	GB	-	-	-	-	-	8,082	-	7,478	-	462	61,511	-	1,725	-	-	-	-	32,653	-
IBM Offsite Tape Storage	Tape/Reel	-	-	-	-	-	5	-	153	-	109	34	-	-	-	-	-	-	20	-
Print and Mail Services																				
Print Images	Images	-	-	-	-	-	2,779,350	72,502	7,220,001	-	214,658	-	-	186,157	-	-	-	44,936	504,542	309,918
Mailing Insertions	Inserts	-	-	-	-	-	-	-	1,492,999	-	-	-	-	21,748	-	-	-	11,859	-	70,840
Courier	Jobs Delivered	-	-	-	-	-	111	270	274	-	2,999	-	-	2,739	-	-	-	3	-	1,222
Server Services																				
Service Tier Matrix																				
Consolidated Data Centers Support (ADC/SDC)																				
Intel (Wintel, Novell, Linux, non-Unix)																				
Gold	Instance	25	-	11	-	5	14	61	67	-	13	30	10	-	-	-	28	-	2	37
Silver	Instance	40	19	15	8	-	7	8	73	4	13	54	1	8	-	-	21	-	5	8
Bronze	Instance	14	13	-	12	-	3	131	10	-	21	53	1	3	-	23	15	-	37	18
UNIX																				
Gold	Instance	1	-	8	-	43	4	4	11	-	-	18	-	-	-	-	1	-	-	3
Silver	Instance	3	2	8	1	-	2	-	34	-	9	62	-	-	-	-	-	-	6	4
Bronze	Instance	1	-	-	1	11	-	6	3	-	-	35	-	4	-	-	-	-	3	6
Non-Consolidated Support (non ADC/SDC)																				
Intel (Wintel, Novell, Linux, non-Unix)																				
Gold	Instance	15	-	5	-	-	2	165	18	-	-	9	3	-	3	-	122	-	2	1
Silver	Instance	24	3	-	-	-	10	151	149	-	20	10	1	23	12	-	72	-	4	1
Bronze	Instance	20	6	27	-	-	14	192	73	-	3	4	2	11	7	-	34	-	89	5
UNIX																				
Gold	Instance	-	-	-	-	-	1	2	11	-	1	7	-	-	2	-	9	-	-	-
Silver	Instance	-	7	-	-	-	-	-	73	-	-	6	-	14	-	-	7	-	-	-
Bronze	Instance	-	1	-	-	-	1	1	14	-	-	-	-	14	3	-	1	-	2	2
Total Service Tier Matrix Instances		143	51	74	22	59	58	721	536	4	80	288	18	77	27	23	310	-	150	85
Utility Servers																				
Email Accounts - Consolidated	Accounts	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Email Accounts - Remote	Accounts	-	-	-	-	-	-	-	-	-	-	-	222	752	255	654	-	-	6,585	-
O365 - Exchange Plan 1	Accounts	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
O365 - Exchange Plan 2	Accounts	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
O365 - Office Suite E1	Accounts	-	-	-	-	-	800	-	-	-	-	-	-	-	-	-	-	-	-	1,775
O365 - Office Suite G1	Accounts	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
O365 - Kiosk Workers Plan 1	Accounts	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
O365 - Educational Plan A3	Accounts	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
O365 - Suite E3	Accounts	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
O365 - Suite G3	Accounts	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Hosted Secure	Accounts	-	-	-	-	-	-	-	-	-	2,100	4,400	-	-	-	-	-	-	-	-

Resource Description	Units	DADS	DARS	DFPS	DIRA	DIRTXO	DMV	DSHS	HHSC	HPC	OAGAL	OAGCS	PUC	RRC	SOS	TABC	TCEQ	TDA	TDCJ	TDI
Enterprise File and Print	Instance	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Server Storage

Consolidated Data Centers (ADC/SDC)

Enterprise Storage

Resource Description	Units	DADS	DARS	DFPS	DIRA	DIRTXO	DMV	DSHS	HHSC	HPC	OAGAL	OAGCS	PUC	RRC	SOS	TABC	TCEQ	TDA	TDCJ	TDI
Tier 1 - Mission Critical - High Speed	GB	584	-	-	-	-	-	292	11,063	-	-	1,503	-	-	-	-	451	-	-	-
Tier 2 - Business Critical	GB	30,451	6,484	44,207	5,751	12,162	2,876	47,892	103,184	1,213	42,042	49,869	1,133	2,399	-	3,737	13,555	-	5,056	39,909
Tier 3 - Slow I/O Limited Transaction	GB	300	-	772	-	2,750	731	11,768	2,045	-	2,831	6,630	-	-	-	1,090	2,083	-	3,026	-
Tier 3R - Slow I/O Limited Transaction with replicated copy	GB	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Tape and Backup

Resource Description	Units	DADS	DARS	DFPS	DIRA	DIRTXO	DMV	DSHS	HHSC	HPC	OAGAL	OAGCS	PUC	RRC	SOS	TABC	TCEQ	TDA	TDCJ	TDI
Server Tape Stored - TSM	GB Stored	62,970	59,973	126,672	20,136	-	-	237,301	1,322,957	1,601	142,590	105,829	4,007	23,732	7,735	86,124	575,065	-	24,382	53,618
Offsite Tape Storage	Tapes	145	501	4,015	-	396	-	677	4,140	3	572	316	32	57	-	299	307	-	120	524

Non-Consolidated Service Locations

Disk Storage

Resource Description	Units	DADS	DARS	DFPS	DIRA	DIRTXO	DMV	DSHS	HHSC	HPC	OAGAL	OAGCS	PUC	RRC	SOS	TABC	TCEQ	TDA	TDCJ	TDI
Dedicated and Shared	GB	27,072	6,637	9,002	-	-	6,533	121,330	75,242	-	5,523	11,008	2,774	3,775	18,934	-	80,422	-	21,457	1,555

Tape and Backup

Resource Description	Units	DADS	DARS	DFPS	DIRA	DIRTXO	DMV	DSHS	HHSC	HPC	OAGAL	OAGCS	PUC	RRC	SOS	TABC	TCEQ	TDA	TDCJ	TDI
Server Tape Stored - TSM	GB Stored	5,081	291	-	9,260	-	-	357,625	-	-	5,576	2,881	111	1,230	60,145	5,665	69,402	-	12,905	70,186
Server Tape - Other	GB Writes	96,086	97,675	8,591	622	31,361	-	264,528	213,672	-	5,064	14,424	8,585	22,596	-	2,788	8,050	-	23,776	7,865
Offsite Tape Storage	Tapes	899	1,057	-	81	624	-	12,597	5,462	-	1,456	291	146	5,213	1,097	55	2,440	-	367	113

Other Storage

Resource Description	Units	DADS	DARS	DFPS	DIRA	DIRTXO	DMV	DSHS	HHSC	HPC	OAGAL	OAGCS	PUC	RRC	SOS	TABC	TCEQ	TDA	TDCJ	TDI
Optical Storage	GB	-	-	-	-	-	-	-	-	-	-	-	-	-	83	-	-	-	-	-

Miscellaneous Server Services

Resource Description	Units	DADS	DARS	DFPS	DIRA	DIRTXO	DMV	DSHS	HHSC	HPC	OAGAL	OAGCS	PUC	RRC	SOS	TABC	TCEQ	TDA	TDCJ	TDI
Hardware Services Charges (HSC)	N/A	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Software Charge (SSC)	N/A	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Appliances	Appliance	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Resource Baseline Units

Agency: Consolidated Enterprise

Year 1

Resource Description	TDLR	TxDOT	TEA	TFC	THECB	TPWD	TSLAC	TVC	TWC	TJJD	WDB	ASU	Total
Mainframe Services													
IBM													
CPU Hour	-	235	-	-	-	-	-	-	1,737	9	-	-	4,639
CPU Hour - Specialty Engine	-	-	-	-	-	-	-	-	139	-	-	-	139
IBM Mainframe Allocated Application DASD	-	1,536	628	-	-	-	-	-	2,453	129	-	-	24,249
IBM Application Tapes in Storage - VTS	-	12,122	-	-	-	-	-	-	93,819	540	-	-	218,392
IBM Offsite Tape Storage	-	687	-	-	-	-	-	-	44	133	-	-	1,185
Print and Mail Services													
Print Images	-	-	20,365	38,969	113,981	-	-	-	6,073,182	-	-	-	17,578,560
Mailing Insertions	-	-	-	-	90,131	-	-	-	1,621,219	-	-	-	3,308,796
Courier	-	-	352	-	134	-	-	-	196	-	-	-	8,300
Server Services													
Service Tier Matrix													
Consolidated Data Centers Support (ADC/SDC)													
Intel (Wintel, Novell, Linux, non-Unix)													
Gold	-	-	27	2	21	1	-	3	-	12	-	1	370
Silver	10	49	14	-	8	10	-	-	-	1	-	10	386
Bronze	1	9	29	7	16	7	13	-	-	13	-	-	449
UNIX													
Gold	-	-	5	-	2	1	-	-	21	-	-	10	132
Silver	-	4	-	-	1	1	-	-	-	-	-	17	154
Bronze	-	1	-	-	-	-	-	-	22	-	-	-	93
Non-Consolidated Support (non ADC/SDC)													
Intel (Wintel, Novell, Linux, non-Unix)													
Gold	-	14	92	-	2	-	-	-	23	7	2	-	485
Silver	-	31	20	-	1	15	-	-	34	5	15	-	601
Bronze	1	463	33	1	6	23	1	-	26	11	13	-	1,065
UNIX													
Gold	-	3	18	-	-	6	-	-	1	-	-	-	61
Silver	-	5	14	-	-	6	-	-	2	-	-	-	134
Bronze	-	8	8	-	-	12	-	-	1	-	-	-	68
Total Service Tier Matrix Instances	12	587	260	10	57	82	14	3	130	49	30	38	3,998
Utility Servers													
Email Accounts - Consolidated	-	-	-	-	337	-	243	-	-	-	-	1,658	2,238
Email Accounts - Remote	-	-	1,454	-	-	-	-	-	-	-	-	-	9,922
O365 - Exchange Plan 1	-	9,400	-	-	-	3,000	-	225	-	-	-	-	12,625
O365 - Exchange Plan 2	-	100	-	-	-	-	-	-	-	-	10	-	110
O365 - Office Suite E1	360	-	-	-	-	-	-	-	-	-	325	-	3,260
O365 - Office Suite G1	-	-	-	-	-	-	-	-	-	-	-	-	-
O365 - Kiosk Workers Plan 1	-	3,000	-	-	-	-	-	15	-	-	-	-	3,015
O365 - Educational Plan A3	-	-	-	-	-	-	-	-	-	-	-	-	-
O365 - Suite E3	-	-	-	-	-	-	-	-	-	-	-	-	-
O365 - Suite G3	-	-	-	-	-	-	-	-	-	-	-	-	-
Hosted Secure	-	-	-	-	-	-	-	-	-	-	-	-	6,500

Resource Description	TDLR	TxDOT	TEA	TFC	THECB	TPWD	TSLAC	TVC	TWC	TJJD	WDB	ASU	Total
Enterprise File and Print	-	-	-	-	-	-	-	-	-	-	-	-	-

Server Storage

Consolidated Data Centers (ADC/SDC)

Enterprise Storage

Tier 1 - Mission Critical - High Speed	80	73	1,261	-	-	-	-	124	6,471	-	-	-	21,903
Tier 2 - Business Critical	3,492	11,786	7,448	1,116	15,842	3,804	4,291	127	6,155	6,504	-	12,000	484,484
Tier 3 - Slow I/O Limited Transaction	600	62	5,738	-	-	-	-	-	-	125	-	-	40,553
Tier 3R - Slow I/O Limited Transaction with replicated copy	-	-	-	-	-	-	-	-	-	-	-	-	-

Tape and Backup

Server Tape Stored - TSM	19,699	184,397	53,739	1,108	79,869	35,344	7,028	3,382	38,998	92,126	-	53,685	3,424,065
Offsite Tape Storage	36	510	185	16	246	188	34	8	93	405	-	260	14,085

Non-Consolidated Service Locations

Disk Storage

Dedicated and Shared	1,196	100,979	55,303	36	526	14,460	1,321	-	69,485	2,104	28,291	-	664,964

Tape and Backup

Server Tape Stored - TSM	-	128	512,143	1,826	15,991	4,713	6,065	-	48,100	1,421	-	-	1,190,746
Server Tape - Other	1,484	194,446	74,682	-	3,132	69,303	-	-	-	14,643	32,500	54,402	1,250,277
Offsite Tape Storage	885	10,933	10,895	-	2,689	1,169	-	-	395	161	472	-	59,497

Other Storage

Optical Storage	-	-	-	-	-	-	-	-	-	-	-	-	83

Miscellaneous Server Services

Hardware Services Charges (HSC)	-	-	-	-	-	-	-	-	-	-	-	-	-
Software Charge (SSC)	-	-	-	-	-	-	-	-	-	-	-	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers	-	-	-	-	-	-	-	-	-	-	-	-	-
Appliances	-	-	-	-	-	-	-	-	-	-	-	-	-

Resource Baseline Units

Agency: Consolidated Enterprise

Resource Description	Units	Stub Period	Year 1
Mainframe Services			
IBM			
CPU Hour	CPU Hour	4,623	4,639
CPU Hour - Specialty Engine	CPU Hour	139	139
IBM Mainframe Allocated Application DASD	GB	24,174	24,249
IBM Application Tapes in Storage - VTS	GB	217,930	218,392
IBM Offsite Tape Storage	Tape/Reel	1,819	1,185
Print and Mail Services			
Print Images	Images	17,578,560	17,578,560
Mailing Insertions	Inserts	3,308,796	3,308,796
Courier	Jobs Delivered	25,725	8,300
Server Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	374	369
Silver	Instance	501	376
Bronze	Instance	291	449
UNIX			
Gold	Instance	283	122
Silver	Instance	194	137
Bronze	Instance	75	93
Non-Consolidated Support (non ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	609	485
Silver	Instance	1,065	601
Bronze	Instance	1,063	1,065
UNIX			
Gold	Instance	188	61
Silver	Instance	242	134
Bronze	Instance	97	68
Total Service Tier Matrix Instances		4,983	3,960
Utility Servers			
Email Accounts - Consolidated	Accounts	7,574	580
Email Accounts - Remote	Accounts	27,924	9,922
O365 - Exchange Plan 1	Accounts	-	12,625
O365 - Exchange Plan 2	Accounts	-	110
O365 - Office Suite E1	Accounts	-	3,260
O365 - Office Suite G1	Accounts	-	-
O365 - Kiosk Workers Plan 1	Accounts	-	3,015
O365 - Educational Plan A3	Accounts	-	-
O365 - Suite E3	Accounts	-	-
O365 - Suite G3	Accounts	-	-
Hosted Secure	Accounts	-	6,500
Enterprise File and Print	Instances	-	-
Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			
Tier 1 - Mission Critical - High Speed	GB	-	21,903
Tier 2 - Business Critical	GB	50,141	472,484
Tier 3 - Slow I/O Limited Transaction	GB	-	40,553
Tier 3R - Slow I/O Limited Transaction with replicated copy	GB	-	-
Tape and Backup			
Server Tape Stored - TSM	GB Stored	903,817	3,370,380
Offsite Tape Storage	Tapes	11,792	13,825
Non-Consolidated Service Locations			
Disk Storage			
Dedicated and Shared	GB	1,240,143	664,964
Tape and Backup			
Server Tape Stored - TSM	GB Stored	370,809	1,190,746
Server Tape - Other	GB Writes	1,589,485	1,195,874
Offsite Tape Storage	Tapes	51,529	59,497
Other Storage			
Optical	GB	134	83
Miscellaneous Server Services			
Hardware Services Charges (HSC	N/A	-	-
Software Charge (SSC)	N/A	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-	-
Appliances	Appliance	-	-

(a)   Courier volumes are 25,725 for first 10 months and 8,300 for final two months of FY1

Resource Baseline Units

Agency: DADS

Resource Description	Units	Stub Period	Year 1
Mainframe Services			
IBM			
CPU Hour	CPU Hour	-	-
CPU Hour - Specialty Engine	CPU Hour		
IBM Mainframe Allocated Application DASD	GB	-	-
IBM Application Tapes in Storage - VTS	GB	-	-
IBM Offsite Tape Storage	Tape/Reel	-	-
Print and Mail Services			
Print Images	Images	-	-
Mailing Insertions	Inserts	-	-
Courier	Jobs Delivered	-	-
Server Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	20	25
Silver	Instance	43	40
Bronze	Instance	14	14
UNIX			
Gold	Instance	3	1
Silver	Instance	7	3
Bronze	Instance	2	1
Non-Consolidated Support (non ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	4	15
Silver	Instance	35	24
Bronze	Instance	4	20
UNIX			
Gold	Instance	0	-
Silver	Instance	0	-
Bronze	Instance	0	-
Total Service Tier Matrix Instances		132	143
Utility Servers			
Email Accounts - Consolidated	Accounts	-	-
Email Accounts - Remote	Accounts	-	-
O365 - Exchange Plan 1	Accounts	-	-
O365 - Exchange Plan 2	Accounts	-	-
O365 - Office Suite E1	Accounts	-	-
O365 - Office Suite G1	Accounts	-	-
O365 - Kiosk Workers Plan 1	Accounts	-	-
O365 - Educational Plan A3	Accounts	-	-
O365 - Suite E3	Accounts	-	-
O365 - Suite G3	Accounts	-	-
Hosted Secure	Accounts	-	-
Enterprise File and Print	Instance	-	-
Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			
Tier 1 - Mission Critical - High Speed	GB	-	584
Tier 2 - Business Critical	GB	-	30,451
Tier 3 - Slow I/O Limited Transaction	GB	-	300
Tier 3R - Slow I/O Limited Transaction with replicated copy	GB	-	-
Tape and Backup			
Server Tape Stored - TSM	GB Stored	61,854	62,970
Offsite Tape Storage	Tapes	183	145
Non-Consolidated Service Locations			
Disk Storage			
Dedicated and Shared	GB	48,374	27,072
Tape and Backup			
Server Tape Stored - TSM	GB Stored	-	5,081
Server Tape - Other	GB Writes	28,112	96,086
Offsite Tape Storage	Tapes	827	899
Other Storage			
Optical Storage	GB	-	-
Miscellaneous Server Services			
Hardware Services Charges (HSC	N/A	-	-
Software Charge (SSC)	N/A	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-	-
Appliances	Appliance	-	-

Resource Baseline Units

Agency: DARS

Resource Description	Units	Stub Period	Year 1
Mainframe Services			
IBM			
CPU Hour	CPU Hour	-	-
CPU Hour - Specialty Engine	CPU Hour		
IBM Mainframe Allocated Application DASD	GB	-	-
IBM Application Tapes in Storage - VTS	GB	-	-
IBM Offsite Tape Storage	Tape/Reel	-	-
Print and Mail Services			
Print Images	Images	-	-
Mailing Insertions	Inserts	-	-
Courier	Jobs Delivered	-	-
Server Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	13	-
Silver	Instance	5	19
Bronze	Instance	13	13
UNIX			
Gold	Instance	3	-
Silver	Instance	3	2
Bronze	Instance	-	-
Non-Consolidated Support (non ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	5	-
Silver	Instance	2	3
Bronze	Instance	148	6
UNIX			
Gold	Instance	4	-
Silver	Instance	5	7
Bronze	Instance	2	1
Total Service Tier Matrix Instances		203	51
Utility Servers			
Email Accounts - Consolidated	Accounts	-	-
Email Accounts - Remote	Accounts	-	-
O365 - Exchange Plan 1	Accounts	-	-
O365 - Exchange Plan 2	Accounts	-	-
O365 - Office Suite E1	Accounts	-	-
O365 - Office Suite G1	Accounts	-	-
O365 - Kiosk Workers Plan 1	Accounts	-	-
O365 - Educational Plan A3	Accounts	-	-
O365 - Suite E3	Accounts	-	-
O365 - Suite G3	Accounts	-	-
Hosted Secure	Accounts	-	-
Enterprise File and Print	Instance	-	-
Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			
Tier 1 - Mission Critical - High Speed	GB	-	-
Tier 2 - Business Critical	GB	-	6,484
Tier 3 - Slow I/O Limited Transaction	GB	-	-
Tier 3R - Slow I/O Limited Transaction with replicated copy	GB	-	-
Tape and Backup			
Server Tape Stored - TSM	GB Stored	5,441	59,973
Offsite Tape Storage	Tapes	199	501
Non-Consolidated Service Locations			
Disk Storage			
Dedicated and Shared	GB	52,498	6,637
Tape and Backup			
Server Tape Stored - TSM	GB Stored	-	291
Server Tape - Other	GB Writes	129,062	97,675
Offsite Tape Storage	Tapes	1,089	1,057
Other Storage			
Optical Storage	GB	-	
Miscellaneous Server Services			
Hardware Services Charges (HSC	N/A	-	-
Software Charge (SSC)	N/A	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-	-
Appliances	Appliance	-	-

Resource Baseline Units

Agency: DFPS

Resource Description	Units	Stub Period	Year 1
Mainframe Services			
IBM			
CPU Hour	CPU Hour	-	-
CPU Hour - Specialty Engine	CPU Hour		
IBM Mainframe Allocated Application DASD	GB	-	-
IBM Application Tapes in Storage - VTS	GB	-	-
IBM Offsite Tape Storage	Tape/Reel	-	-
Print and Mail Services			
Print Images	Images	-	-
Mailing Insertions	Inserts	-	-
Courier	Jobs Delivered	-	-
Server Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	8	11
Silver	Instance	32	15
Bronze	Instance	-	-
UNIX			
Gold	Instance	14	8
Silver	Instance	6	8
Bronze	Instance	-	-
Non-Consolidated Support (non ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	5	5
Silver	Instance	23	-
Bronze	Instance	-	27
UNIX			
Gold	Instance	-	
Silver	Instance	-	
Bronze	Instance	-	-
Total Service Tier Matrix Instances		88	74
Utility Servers			
Email Accounts - Consolidated	Accounts	-	-
Email Accounts - Remote	Accounts	-	-
O365 - Exchange Plan 1	Accounts	-	-
O365 - Exchange Plan 2	Accounts	-	-
O365 - Office Suite E1	Accounts	-	-
O365 - Office Suite G1	Accounts	-	-
O365 - Kiosk Workers Plan 1	Accounts	-	-
O365 - Educational Plan A3	Accounts	-	-
O365 - Suite E3	Accounts	-	-
O365 - Suite G3	Accounts	-	-
Hosted Secure	Accounts	-	-
Enterprise File and Print	Instance	-	-
Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			
Tier 1 - Mission Critical - High Speed	GB	-	-
Tier 2 - Business Critical	GB	-	44,207
Tier 3 - Slow I/O Limited Transaction	GB	-	772
Tier 3R - Slow I/O Limited Transaction with replicated copy	GB	-	-
Tape and Backup			
Server Tape Stored - TSM	GB Stored	38,447	126,672
Offsite Tape Storage	Tapes	3,435	4,015
Non-Consolidated Service Locations			
Disk Storage			
Dedicated and Shared	GB	42,944	9,002
Tape and Backup			
Server Tape Stored - TSM	GB Stored	-	-
Server Tape - Other	GB Writes	35,986	8,591
Offsite Tape Storage	Tapes	-	-
Other Storage			
Optical Storage	GB	-	
Miscellaneous Server Services			
Hardware Services Charges (HSC	N/A	-	-
Software Charge (SSC)	N/A	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-	-
Appliances	Appliance	-	-

Resource Baseline Units

Agency: DIR-A

Resource Description	Units	Stub Period	Year 1
Mainframe Services			
IBM			
CPU Hour	CPU Hour	-	-
CPU Hour - Specialty Engine	CPU Hour		
IBM Mainframe Allocated Application DASD	GB	-	-
IBM Application Tapes in Storage - VTS	GB	-	-
IBM Offsite Tape Storage	Tape/Reel	-	-
Print and Mail Services			
Print Images	Images	-	-
Mailing Insertions	Inserts	-	-
Courier	Jobs Delivered	-	-
Server Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	6	-
Silver	Instance	11	8
Bronze	Instance	5	12
UNIX			
Gold	Instance	1	-
Silver	Instance	1	1
Bronze	Instance	2	1
Non-Consolidated Support (non ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	0	-
Silver	Instance	0	-
Bronze	Instance	2	-
UNIX			
Gold	Instance	2	-
Silver	Instance	1	-
Bronze	Instance	3	-
Total Service Tier Matrix Instances		34	22
Utility Servers			
Email Accounts - Consolidated	Accounts	-	-
Email Accounts - Remote	Accounts	-	-
O365 - Exchange Plan 1	Accounts	-	-
O365 - Exchange Plan 2	Accounts	-	-
O365 - Office Suite E1	Accounts	-	-
O365 - Office Suite G1	Accounts	-	-
O365 - Kiosk Workers Plan 1	Accounts	-	-
O365 - Educational Plan A3	Accounts	-	-
O365 - Suite E3	Accounts	-	-
O365 - Suite G3	Accounts	-	-
Hosted Secure	Accounts	-	-
Enterprise File and Print	Instance	-	-
Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			
Tier 1 - Mission Critical - High Speed	GB	-	-
Tier 2 - Business Critical	GB	4,455	5,751
Tier 3 - Slow I/O Limited Transaction	GB	-	-
Tier 3R - Slow I/O Limited Transaction with replicated copy	GB	-	-
Tape and Backup			
Server Tape Stored - TSM	GB Stored	32,612	20,136
Offsite Tape Storage	Tapes	103	-
Non-Consolidated Service Locations			
Disk Storage			
Dedicated and Shared	GB	4,455	-
Tape and Backup			
Server Tape Stored - TSM	GB Stored	-	9,260
Server Tape - Other	GB Writes	9,601	622
Offsite Tape Storage	Tapes	102	81
Other Storage			
Optical Storage	GB	-	-
Miscellaneous Server Services			
Hardware Services Charges (HSC	N/A	-	-
Software Charge (SSC)	N/A	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-	-
Appliances	Appliance	-	-

Resource Baseline Units

Agency: DIR-TXO

Resource Description	Units	Stub Period	Year 1
Mainframe Services			
IBM			
CPU Hour	CPU Hour	-	-
CPU Hour - Specialty Engine	CPU Hour		
IBM Mainframe Allocated Application DASD	GB	-	-
IBM Application Tapes in Storage - VTS	GB	-	-
IBM Offsite Tape Storage	Tape/Reel	-	-
Print and Mail Services			
Print Images	Images	-	-
Mailing Insertions	Inserts	-	-
Courier	Jobs Delivered	-	-
Server Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	5	5
Silver	Instance	-	-
Bronze	Instance	1	-
UNIX			
Gold	Instance	53	43
Silver	Instance	-	-
Bronze	Instance	8	11
Non-Consolidated Support (non ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	-	-
Silver	Instance	-	-
Bronze	Instance	-	-
UNIX			
Gold	Instance	-	-
Silver	Instance	-	-
Bronze	Instance	-	-
Total Service Tier Matrix Instances		67	59
Utility Servers			
Email Accounts - Consolidated	Accounts	-	-
Email Accounts - Remote	Accounts	-	-
O365 - Exchange Plan 1	Accounts	-	-
O365 - Exchange Plan 2	Accounts	-	-
O365 - Office Suite E1	Accounts	-	-
O365 - Office Suite G1	Accounts	-	-
O365 - Kiosk Workers Plan 1	Accounts	-	-
O365 - Educational Plan A3	Accounts	-	-
O365 - Suite E3	Accounts	-	-
O365 - Suite G3	Accounts	-	-
Hosted Secure	Accounts	-	-
Enterprise File and Print	Instance	-	-
Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			
Tier 1 - Mission Critical - High Speed	GB	-	-
Tier 2 - Business Critical	GB	12,523	12,162
Tier 3 - Slow I/O Limited Transaction	GB	-	2,750
Tier 3R - Slow I/O Limited Transaction with replicated copy	GB	-	-
Tape and Backup			
Server Tape Stored - TSM	GB Stored	-	
Offsite Tape Storage	Tapes	334	396
Non-Consolidated Service Locations			
Disk Storage			
Dedicated and Shared	GB	-	-
Tape and Backup			
Server Tape Stored - TSM	GB Stored	-	-
Server Tape - Other	GB Writes	32,249	31,361
Offsite Tape Storage	Tapes	-	624
Other Storage			
Optical Storage	GB	-	-
Miscellaneous Server Services			
Hardware Services Charges (HSC	N/A	-	-
Software Charge (SSC)	N/A	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-	-
Appliances	Appliance	-	-

Resource Baseline Units

Agency: DMV

Resource Description	Units	Stub Period	Year 1
Mainframe Services			
IBM			
CPU Hour	CPU Hour	81	81
CPU Hour - Specialty Engine	CPU Hour	-	-
IBM Mainframe Allocated Application DASD	GB	231	231
IBM Application Tapes in Storage - VTS	GB	8,082	8,082
IBM Offsite Tape Storage	Tape/Reel	314	5
Print and Mail Services			
Print Images	Images	2,779,350	2,779,350
Mailing Insertions	Inserts	-	-
Courier	Jobs Delivered	111	111
Server Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	4	14
Silver	Instance	8	7
Bronze	Instance	0	3
UNIX			
Gold	Instance	4	4
Silver	Instance	3	2
Bronze	Instance	-	-
Non-Consolidated Support (non ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	14	2
Silver	Instance	25	10
Bronze	Instance	1	14
UNIX			
Gold	Instance	4	1
Silver	Instance	2	-
Bronze	Instance	-	1
Total Service Tier Matrix Instances		65	58
Utility Servers			
Email Accounts - Consolidated	Accounts	-	-
Email Accounts - Remote	Accounts	626	-
O365 - Exchange Plan 1	Accounts	-	-
O365 - Exchange Plan 2	Accounts	-	-
O365 - Office Suite E1	Accounts	-	800
O365 - Office Suite G1	Accounts	-	-
O365 - Kiosk Workers Plan 1	Accounts	-	-
O365 - Educational Plan A3	Accounts	-	-
O365 - Suite E3	Accounts	-	-
O365 - Suite G3	Accounts	-	-
Hosted Secure	Accounts	-	-
Enterprise File and Print	Instance	-	-
Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			
Tier 1 - Mission Critical - High Speed	GB	-	-
Tier 2 - Business Critical	GB	-	2,876
Tier 3 - Slow I/O Limited Transaction	GB	-	731
Tier 3R - Slow I/O Limited Transaction with replicated copy	GB	-	-
Tape and Backup			
Server Tape Stored - TSM	GB Stored	-	-
Offsite Tape Storage	Tapes	130	-
Non-Consolidated Service Locations			
Disk Storage			
Dedicated and Shared	GB	58,492	6,533
Tape and Backup			
Server Tape Stored - TSM	GB Stored	-	-
Server Tape - Other	GB Writes	-	-
Offsite Tape Storage	Tapes	1,862	-
Other Storage			
Optical Storage	GB	19	-
Miscellaneous Server Services			
Hardware Services Charges (HSC	N/A	-	-
Software Charge (SSC)	N/A	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-	-
Appliances	Appliance	-	-

Resource Baseline Units

Agency: DSHS

Resource Description	Units	Stub Period	Year 1
Mainframe Services			
IBM			
CPU Hour	CPU Hour	-	-
CPU Hour - Specialty Engine	CPU Hour	-	-
IBM Mainframe Allocated Application DASD	GB	-	-
IBM Application Tapes in Storage - VTS	GB	-	-
IBM Offsite Tape Storage	Tape/Reel	-	-
Print and Mail Services			
Print Images	Images	72,502	72,502
Mailing Insertions	Inserts	-	-
Courier	Jobs Delivered	270	270
Server Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	52	61
Silver	Instance	60	8
Bronze	Instance	47	131
UNIX			
Gold	Instance	4	4
Silver	Instance	4	-
Bronze	Instance	3	6
Non-Consolidated Support (non ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	126	165
Silver	Instance	164	151
Bronze	Instance	164	192
UNIX			
Gold	Instance	6	2
Silver	Instance	3	-
Bronze	Instance	2	1
Total Service Tier Matrix Instances		635	721
Utility Servers			
Email Accounts - Consolidated	Accounts	-	-
Email Accounts - Remote	Accounts	-	-
O365 - Exchange Plan 1	Accounts	-	-
O365 - Exchange Plan 2	Accounts	-	-
O365 - Office Suite E1	Accounts	-	-
O365 - Office Suite G1	Accounts	-	-
O365 - Kiosk Workers Plan 1	Accounts	-	-
O365 - Educational Plan A3	Accounts	-	-
O365 - Suite E3	Accounts	-	-
O365 - Suite G3	Accounts	-	-
Hosted Secure	Accounts	-	-
Enterprise File and Print	Instance	-	-
Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			
Tier 1 - Mission Critical - High Speed	GB	-	292
Tier 2 - Business Critical	GB	-	47,892
Tier 3 - Slow I/O Limited Transaction	GB	-	11,768
Tier 3R - Slow I/O Limited Transaction with replicated copy	GB	-	-
Tape and Backup			
Server Tape Stored - TSM	GB Stored	14,424	237,301
Offsite Tape Storage	Tapes	255	677
Non-Consolidated Service Locations			
Disk Storage			
Dedicated and Shared	GB	121,743	121,330
Tape and Backup			
Server Tape Stored - TSM	GB Stored	30,451	357,625
Server Tape - Other	GB Writes	211,735	264,528
Offsite Tape Storage	Tapes	9,825	12,597
Other Storage			
Optical Storage	GB	-	
Miscellaneous Server Services			
Hardware Services Charges (HSC	N/A	-	-
Software Charge (SSC)	N/A	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-	-
Appliances	Appliance	-	-

Resource Baseline Units

Agency: HHSC

Resource Description	Units	Stub Period	Year 1
Mainframe Services			
IBM			
CPU Hour	CPU Hour	363	363
CPU Hour - Specialty Engine	CPU Hour	-	-
IBM Mainframe Allocated Application DASD	GB	287	287
IBM Application Tapes in Storage - VTS	GB	7,478	7,478
IBM Offsite Tape Storage	Tape/Reel	117	153
Print and Mail Services			
Print Images	Images	7,220,001	7,220,001
Mailing Insertions	Inserts	1,492,999	1,492,999
Courier	Jobs Delivered	17,199	274
Server Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	20	67
Silver	Instance	62	73
Bronze	Instance	40	10
UNIX			
Gold	Instance	33	11
Silver	Instance	88	34
Bronze	Instance	7	3
Non-Consolidated Support (non ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	47	18
Silver	Instance	160	149
Bronze	Instance	116	73
UNIX			
Gold	Instance	46	11
Silver	Instance	116	73
Bronze	Instance	28	14
Total Service Tier Matrix Instances		763	536
Utility Servers			
Email Accounts - Consolidated	Accounts	-	-
Email Accounts - Remote	Accounts	-	-
O365 - Exchange Plan 1	Accounts	-	-
O365 - Exchange Plan 2	Accounts	-	-
O365 - Office Suite E1	Accounts	-	-
O365 - Office Suite G1	Accounts	-	-
O365 - Kiosk Workers Plan 1	Accounts	-	-
O365 - Educational Plan A3	Accounts	-	-
O365 - Suite E3	Accounts	-	-
O365 - Suite G3	Accounts	-	-
Hosted Secure	Accounts	-	-
Enterprise File and Print	Instance	-	-
Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			
Tier 1 - Mission Critical - High Speed	GB	-	11,063
Tier 2 - Business Critical	GB	-	103,184
Tier 3 - Slow I/O Limited Transaction	GB	-	2,045
Tier 3R - Slow I/O Limited Transaction with replicated copy	GB	-	-
Tape and Backup			
Server Tape Stored - TSM	GB Stored	441,770	1,322,957
Offsite Tape Storage	Tapes	3,398	4,140
Non-Consolidated Service Locations			
Disk Storage			
Dedicated and Shared	GB	112,998	75,242
Tape and Backup			
Server Tape Stored - TSM	GB Stored	-	-
Server Tape - Other	GB Writes	239,877	213,672
Offsite Tape Storage	Tapes	1,421	5,462
Other Storage			
Optical Storage	GB	-	
Miscellaneous Server Services			
Hardware Services Charges (HSC	N/A	-	-
Software Charge (SSC)	N/A	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-	-
Appliances	Appliance	-	-

Resource Baseline Units

Agency: HPC

Resource Description	Units	Stub Period	Year 1
Mainframe Services			
IBM			
CPU Hour	CPU Hour	-	-
CPU Hour - Specialty Engine	CPU Hour	-	-
IBM Mainframe Allocated Application DASD	GB	-	-
IBM Application Tapes in Storage - VTS	GB	-	-
IBM Offsite Tape Storage	Tape/Reel	-	-
Print and Mail Services			
Print Images	Images	-	-
Mailing Insertions	Inserts	-	-
Courier	Jobs Delivered	-	-
Server Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	-	-
Silver	Instance	-	4
Bronze	Instance	-	-
UNIX			
Gold	Instance	-	-
Silver	Instance	-	-
Bronze	Instance	-	-
Non-Consolidated Support (non ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	4	-
Silver	Instance	-	-
Bronze	Instance	-	-
UNIX			
Gold	Instance	-	-
Silver	Instance	-	-
Bronze	Instance	-	-
Total Service Tier Matrix Instances		4	4
Utility Servers			
Email Accounts - Consolidated	Accounts	-	-
Email Accounts - Remote	Accounts	-	-
O365 - Exchange Plan 1	Accounts	-	-
O365 - Exchange Plan 2	Accounts	-	-
O365 - Office Suite E1	Accounts	-	-
O365 - Office Suite G1	Accounts	-	-
O365 - Kiosk Workers Plan 1	Accounts	-	-
O365 - Educational Plan A3	Accounts	-	-
O365 - Suite E3	Accounts	-	-
O365 - Suite G3	Accounts	-	-
Hosted Secure	Accounts	-	-
Enterprise File and Print	Instance	-	-
Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			
Tier 1 - Mission Critical - High Speed	GB	-	-
Tier 2 - Business Critical	GB	-	1,213
Tier 3 - Slow I/O Limited Transaction	GB	-	-
Tier 3R - Slow I/O Limited Transaction with replicated copy	GB	-	-
Tape and Backup			
Server Tape Stored - TSM	GB Stored	-	1,601
Offsite Tape Storage	Tapes	-	3
Non-Consolidated Service Locations			
Disk Storage			
Dedicated and Shared	GB	695	-
Tape and Backup			
Server Tape Stored - TSM	GB Stored	-	-
Server Tape - Other	GB Writes	-	-
Offsite Tape Storage	Tapes	-	-
Other Storage			
Optical Storage	GB	-	
Miscellaneous Server Services			
Hardware Services Charges (HSC	N/A	-	-
Software Charge (SSC)	N/A	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-	-
Appliances	Appliance	-	-

Resource Baseline Units

Agency: OAG

Resource Description	Units	Stub Period	Year 1
Mainframe Services			
IBM			
CPU Hour	CPU Hour		16
CPU Hour - Specialty Engine	CPU Hour		
IBM Mainframe Allocated Application DASD	GB		75
IBM Application Tapes in Storage - VTS	GB		462
IBM Offsite Tape Storage	Tape/Reel		109
Print and Mail Services			
Print Images	Images		214,658
Mailing Insertions	Inserts		-
Courier	Jobs Delivered	2,999	2,999
Server Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	17	13
Silver	Instance	18	13
Bronze	Instance	16	21
UNIX			
Gold	Instance	4	-
Silver	Instance	8	9
Bronze	Instance	-	-
Non-Consolidated Support (non ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	10	-
Silver	Instance	28	20
Bronze	Instance	8	3
UNIX			
Gold	Instance	1	1
Silver	Instance	5	-
Bronze	Instance	-	-
Total Service Tier Matrix Instances		115	80
Utility Servers			
Email Accounts - Consolidated	Accounts	1,776	-
Email Accounts - Remote	Accounts	-	-
O365 - Exchange Plan 1	Accounts	-	-
O365 - Exchange Plan 2	Accounts	-	-
O365 - Office Suite E1	Accounts	-	-
O365 - Office Suite G1	Accounts	-	-
O365 - Kiosk Workers Plan 1	Accounts	-	-
O365 - Educational Plan A3	Accounts	-	-
O365 - Suite E3	Accounts	-	-
O365 - Suite G3	Accounts	-	-
Hosted Secure	Accounts	-	2,100
Enterprise File and Print	Instance	-	-
Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			
Tier 1 - Mission Critical - High Speed	GB	-	-
Tier 2 - Business Critical	GB	-	42,042
Tier 3 - Slow I/O Limited Transaction	GB	-	2,831
Tier 3R - Slow I/O Limited Transaction with replicated copy	GB	-	-
Tape and Backup			
Server Tape Stored - TSM	GB Stored	30,372	142,590
Offsite Tape Storage	Tapes	389	572
Non-Consolidated Service Locations			
Disk Storage			
Dedicated and Shared	GB	52,249	5,523
Tape and Backup			
Server Tape Stored - TSM	GB Stored	-	5,576
Server Tape - Other	GB Writes	21,125	5,064
Offsite Tape Storage	Tapes	1,385	1,456
Other Storage			
Optical Storage	GB	-	-
Miscellaneous Server Services			
Hardware Services Charges (HSC	N/A		-
Software Charge (SSC)	N/A		-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A		-
Appliances	Appliance	-	-

Resource Baseline Units

Agency: OAGCS

Resource Description	Units	Stub Period	Year 1
Mainframe Services			
IBM			
CPU Hour	CPU Hour	657	657
CPU Hour - Specialty Engine	CPU Hour		
IBM Mainframe Allocated Application DASD	GB	14,516	14,516
IBM Application Tapes in Storage - VTS	GB	61,511	61,511
IBM Offsite Tape Storage	Tape/Reel	21	34
Print and Mail Services			
Print Images	Images	-	-
Mailing Insertions	Inserts	-	-
Courier	Jobs Delivered	-	-
Server Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	21	30
Silver	Instance	31	54
Bronze	Instance	36	53
UNIX			
Gold	Instance	117	18
Silver	Instance	37	62
Bronze	Instance	9	35
Non-Consolidated Support (non ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	23	9
Silver	Instance	85	10
Bronze	Instance	13	4
UNIX			
Gold	Instance	55	7
Silver	Instance	18	6
Bronze	Instance	-	-
Total Service Tier Matrix Instances		445	288
Utility Servers			
Email Accounts - Consolidated	Accounts	3,434	-
Email Accounts - Remote	Accounts	-	-
O365 - Exchange Plan 1	Accounts	-	-
O365 - Exchange Plan 2	Accounts	-	-
O365 - Office Suite E1	Accounts	-	-
O365 - Office Suite G1	Accounts	-	-
O365 - Kiosk Workers Plan 1	Accounts	-	-
O365 - Educational Plan A3	Accounts	-	-
O365 - Suite E3	Accounts	-	-
O365 - Suite G3	Accounts	-	-
Hosted Secure	Accounts	-	4,400
Enterprise File and Print	Instance	-	-
Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			
Tier 1 - Mission Critical - High Speed	GB	-	1,503
Tier 2 - Business Critical	GB	-	49,869
Tier 3 - Slow I/O Limited Transaction	GB	-	6,630
Tier 3R - Slow I/O Limited Transaction with replicated copy	GB	-	-
Tape and Backup			
Server Tape Stored - TSM	GB Stored	2,450	105,829
Offsite Tape Storage	Tapes	125	316
Non-Consolidated Service Locations			
Disk Storage			
Dedicated and Shared	GB	79,039	11,008
Tape and Backup			
Server Tape Stored - TSM	GB Stored	-	2,881
Server Tape - Other	GB Writes	56,918	14,424
Offsite Tape Storage	Tapes	345	291
Other Storage			
Optical Storage	GB	-	
Miscellaneous Server Services			
Hardware Services Charges (HSC	N/A	-	-
Software Charge (SSC)	N/A	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-	-
Appliances	Appliance	-	-

Resource Baseline Units

Agency: PUC

Resource Description	Units	Stub Period	Year 1
Mainframe Services			
IBM			
CPU Hour	CPU Hour	-	-
CPU Hour - Specialty Engine	CPU Hour		
IBM Mainframe Allocated Application DASD	GB	-	-
IBM Application Tapes in Storage - VTS	GB	-	-
IBM Offsite Tape Storage	Tape/Reel	-	-
Print and Mail Services			
Print Images	Images	-	-
Mailing Insertions	Inserts	-	-
Courier	Jobs Delivered	-	-
Server Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	10	10
Silver	Instance	2	1
Bronze	Instance	4	1
UNIX			
Gold	Instance	-	-
Silver	Instance	-	-
Bronze	Instance	-	-
Non-Consolidated Support (non ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	4	3
Silver	Instance	1	1
Bronze	Instance	3	2
UNIX			
Gold	Instance	-	-
Silver	Instance	-	-
Bronze	Instance	-	-
Total Service Tier Matrix Instances		24	18
Utility Servers			
Email Accounts - Consolidated	Accounts	-	-
Email Accounts - Remote	Accounts	222	222
O365 - Exchange Plan 1	Accounts	-	-
O365 - Exchange Plan 2	Accounts	-	-
O365 - Office Suite E1	Accounts	-	-
O365 - Office Suite G1	Accounts	-	-
O365 - Kiosk Workers Plan 1	Accounts	-	-
O365 - Educational Plan A3	Accounts	-	-
O365 - Suite E3	Accounts	-	-
O365 - Suite G3	Accounts	-	-
Hosted Secure	Accounts	-	-
Enterprise File and Print	Instance	-	-
Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			
Tier 1 - Mission Critical - High Speed	GB	-	-
Tier 2 - Business Critical	GB	1,521	1,133
Tier 3 - Slow I/O Limited Transaction	GB	-	-
Tier 3R - Slow I/O Limited Transaction with replicated copy	GB	-	-
Tape and Backup			
Server Tape Stored - TSM	GB Stored	5,304	4,007
Offsite Tape Storage	Tapes	49	32
Non-Consolidated Service Locations			
Disk Storage			
Dedicated and Shared	GB	1,521	2,774
Tape and Backup			
Server Tape Stored - TSM	GB Stored	-	111
Server Tape - Other	GB Writes	8,197	8,585
Offsite Tape Storage	Tapes	52	146
Other Storage			
Optical Storage	GB	-	
Miscellaneous Server Services			
Hardware Services Charges (HSC	N/A	-	-
Software Charge (SSC)	N/A	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-	-
Appliances	Appliance	-	-

Resource Baseline Units

Agency: RRC

Resource Description	Units	Stub Period	Year 1
Mainframe Services			
IBM			
CPU Hour	CPU Hour	30	30
CPU Hour - Specialty Engine	CPU Hour		
IBM Mainframe Allocated Application DASD	GB	382	382
IBM Application Tapes in Storage - VTS	GB	1,725	1,725
IBM Offsite Tape Storage	Tape/Reel	-	-
Print and Mail Services			
Print Images	Images	186,157	186,157
Mailing Insertions	Inserts	21,748	21,748
Courier	Jobs Delivered	2,739	2,739
Server Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	1	-
Silver	Instance	11	8
Bronze	Instance	2	3
UNIX			
Gold	Instance	-	-
Silver	Instance	16	-
Bronze	Instance	0	4
Non-Consolidated Support (non ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	1	-
Silver	Instance	24	23
Bronze	Instance	13	11
UNIX			
Gold	Instance	-	-
Silver	Instance	34	14
Bronze	Instance	5	14
Total Service Tier Matrix Instances		107	77
Utility Servers			
Email Accounts - Consolidated	Accounts	-	-
Email Accounts - Remote	Accounts	752	752
O365 - Exchange Plan 1	Accounts	-	-
O365 - Exchange Plan 2	Accounts	-	-
O365 - Office Suite E1	Accounts	-	-
O365 - Office Suite G1	Accounts	-	-
O365 - Kiosk Workers Plan 1	Accounts	-	-
O365 - Educational Plan A3	Accounts	-	-
O365 - Suite E3	Accounts	-	-
O365 - Suite G3	Accounts	-	-
Hosted Secure	Accounts	-	-
Enterprise File and Print	Instance	-	-
Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			
Tier 1 - Mission Critical - High Speed	GB	-	-
Tier 2 - Business Critical	GB	-	2,399
Tier 3 - Slow I/O Limited Transaction	GB	-	-
Tier 3R - Slow I/O Limited Transaction with replicated copy	GB	-	-
Tape and Backup			
Server Tape Stored - TSM	GB Stored	1,177	23,732
Offsite Tape Storage	Tapes	108	57
Non-Consolidated Service Locations			
Disk Storage			
Dedicated and Shared	GB	16,383	3,775
Tape and Backup			
Server Tape Stored - TSM	GB Stored	-	1,230
Server Tape - Other	GB Writes	44,175	22,596
Offsite Tape Storage	Tapes	1,669	5,213
Other Storage			
Optical Storage	GB	-	
Miscellaneous Server Services			
Hardware Services Charges (HSC	N/A	-	-
Software Charge (SSC)	N/A	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-	-
Appliances	Appliance	-	-

Resource Baseline Units

Agency: SOS

Resource Description	Units	Stub Period	Year 1
Mainframe Services			
IBM			
CPU Hour	CPU Hour	-	-
CPU Hour - Specialty Engine	CPU Hour		
IBM Mainframe Allocated Application DASD	GB	-	-
IBM Application Tapes in Storage - VTS	GB	-	-
IBM Offsite Tape Storage	Tape/Reel	-	-
Print and Mail Services			
Print Images	Images	-	-
Mailing Insertions	Inserts	-	-
Courier	Jobs Delivered	-	-
Server Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	-	-
Silver	Instance	-	-
Bronze	Instance	-	-
UNIX			
Gold	Instance	5	-
Silver	Instance	2	-
Bronze	Instance	-	-
Non-Consolidated Support (non ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	5	3
Silver	Instance	13	12
Bronze	Instance	-	7
UNIX			
Gold	Instance	1	2
Silver	Instance	0	-
Bronze	Instance	-	3
Total Service Tier Matrix Instances		26	27
Utility Servers			
Email Accounts - Consolidated	Accounts	-	-
Email Accounts - Remote	Accounts	255	255
O365 - Exchange Plan 1	Accounts	-	-
O365 - Exchange Plan 2	Accounts	-	-
O365 - Office Suite E1	Accounts	-	-
O365 - Office Suite G1	Accounts	-	-
O365 - Kiosk Workers Plan 1	Accounts	-	-
O365 - Educational Plan A3	Accounts	-	-
O365 - Suite E3	Accounts	-	-
O365 - Suite G3	Accounts	-	-
Hosted Secure	Accounts	-	-
Enterprise File and Print	Instance	-	-
Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			
Tier 1 - Mission Critical - High Speed	GB	-	-
Tier 2 - Business Critical	GB	-	-
Tier 3 - Slow I/O Limited Transaction	GB	-	-
Tier 3R - Slow I/O Limited Transaction with replicated copy	GB	-	-
Tape and Backup			
Server Tape Stored - TSM	GB Stored	994	7,735
Offsite Tape Storage	Tapes	5	-
Non-Consolidated Service Locations			
Disk Storage			
Dedicated and Shared	GB	11,079	18,934
Tape and Backup			
Server Tape Stored - TSM	GB Stored	12,590	60,145
Server Tape - Other	GB Writes	-	-
Offsite Tape Storage	Tapes	899	1,097
Other Storage			
Optical Storage	GB	52	83
Miscellaneous Server Services			
Hardware Services Charges (HSC	N/A	-	-
Software Charge (SSC)	N/A	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-	-
Appliances	Appliance	-	-

Resource Baseline Units

Agency: TABC

Resource Description	Units	Stub Period	Year 1
Mainframe Services			
IBM			
CPU Hour	CPU Hour	-	-
CPU Hour - Specialty Engine	CPU Hour		
IBM Mainframe Allocated Application DASD	GB	-	-
IBM Application Tapes in Storage - VTS	GB	-	-
IBM Offsite Tape Storage	Tape/Reel	-	-
Print and Mail Services			
Print Images	Images	-	-
Mailing Insertions	Inserts	-	-
Courier	Jobs Delivered	-	-
Server Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	9	-
Silver	Instance	13	-
Bronze	Instance	3	23
UNIX			
Gold	Instance	-	-
Silver	Instance	-	-
Bronze	Instance	-	-
Non-Consolidated Support (non ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	2	-
Silver	Instance	4	-
Bronze	Instance	21	-
UNIX			
Gold	Instance	-	-
Silver	Instance	-	-
Bronze	Instance	-	-
Total Service Tier Matrix Instances		52	23
Utility Servers			
Email Accounts - Consolidated	Accounts	-	-
Email Accounts - Remote	Accounts	654	654
O365 - Exchange Plan 1	Accounts	-	-
O365 - Exchange Plan 2	Accounts	-	-
O365 - Office Suite E1	Accounts	-	-
O365 - Office Suite G1	Accounts	-	-
O365 - Kiosk Workers Plan 1	Accounts	-	-
O365 - Educational Plan A3	Accounts	-	-
O365 - Suite E3	Accounts	-	-
O365 - Suite G3	Accounts	-	-
Hosted Secure	Accounts	-	-
Enterprise File and Print	Instance	-	-
Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			
Tier 1 - Mission Critical - High Speed	GB	-	-
Tier 2 - Business Critical	GB	-	3,737
Tier 3 - Slow I/O Limited Transaction	GB	-	1,090
Tier 3R - Slow I/O Limited Transaction with replicated copy	GB	-	-
Tape and Backup			
Server Tape Stored - TSM	GB Stored	12,873	86,124
Offsite Tape Storage	Tapes	224	299
Non-Consolidated Service Locations			
Disk Storage			
Dedicated and Shared	GB	7,639	-
Tape and Backup			
Server Tape Stored - TSM	GB Stored	-	5,665
Server Tape - Other	GB Writes	2,724	2,788
Offsite Tape Storage	Tapes	51	55
Other Storage			
Optical Storage	GB	-	
Miscellaneous Server Services			
Hardware Services Charges (HSC	N/A	-	-
Software Charge (SSC)	N/A	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-	-
Appliances	Appliance	-	-

Resource Baseline Units

Agency: TCEQ

Resource Description	Units	Stub Period	Year 1
Mainframe Services			
IBM			
CPU Hour	CPU Hour	-	-
CPU Hour - Specialty Engine	CPU Hour		
IBM Mainframe Allocated Application DASD	GB	-	-
IBM Application Tapes in Storage - VTS	GB	-	-
IBM Offsite Tape Storage	Tape/Reel	-	-
Print and Mail Services			
Print Images	Images	-	-
Mailing Insertions	Inserts	-	-
Courier	Jobs Delivered	-	-
Server Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	35	28
Silver	Instance	7	21
Bronze	Instance	8	15
UNIX			
Gold	Instance	-	1
Silver	Instance	-	-
Bronze	Instance	-	-
Non-Consolidated Support (non ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	186	122
Silver	Instance	48	72
Bronze	Instance	30	34
UNIX			
Gold	Instance	17	9
Silver	Instance	9	7
Bronze	Instance	2	1
Total Service Tier Matrix Instances		342	310
Utility Servers			
Email Accounts - Consolidated	Accounts	-	-
Email Accounts - Remote	Accounts	-	-
O365 - Exchange Plan 1	Accounts	-	-
O365 - Exchange Plan 2	Accounts	-	-
O365 - Office Suite E1	Accounts	-	-
O365 - Office Suite G1	Accounts	-	-
O365 - Kiosk Workers Plan 1	Accounts	-	-
O365 - Educational Plan A3	Accounts	-	-
O365 - Suite E3	Accounts	-	-
O365 - Suite G3	Accounts	-	-
Hosted Secure	Accounts	-	-
Enterprise File and Print	Instance	-	-
Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			
Tier 1 - Mission Critical - High Speed	GB	-	451
Tier 2 - Business Critical	GB	-	13,555
Tier 3 - Slow I/O Limited Transaction	GB	-	2,083
Tier 3R - Slow I/O Limited Transaction with replicated copy	GB	-	-
Tape and Backup			
Server Tape Stored - TSM	GB Stored	175	575,065
Offsite Tape Storage	Tapes	97	307
Non-Consolidated Service Locations			
Disk Storage			
Dedicated and Shared	GB	161,357	80,422
Tape and Backup			
Server Tape Stored - TSM	GB Stored	233,645	69,402
Server Tape - Other	GB Writes	7,494	8,050
Offsite Tape Storage	Tapes	2,699	2,440
Other Storage			
Optical Storage	GB	-	
Miscellaneous Server Services			
Hardware Services Charges (HSC	N/A	-	-
Software Charge (SSC)	N/A	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-	-
Appliances	Appliance	-	-

Resource Baseline Units

Agency: TDA

Resource Description	Units	Stub Period	Year 1
Mainframe Services			
IBM			
CPU Hour	CPU Hour	-	-
CPU Hour - Specialty Engine	CPU Hour		
IBM Mainframe Allocated Application DASD	GB	-	-
IBM Application Tapes in Storage - VTS	GB	-	-
IBM Offsite Tape Storage	Tape/Reel	-	-
Print and Mail Services			
Print Images	Images	44,936	44,936
Mailing Insertions	Inserts	11,859	11,859
Courier	Jobs Delivered	3	3
Server Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	-	-
Silver	Instance	-	-
Bronze	Instance	-	-
UNIX			
Gold	Instance	-	-
Silver	Instance	-	-
Bronze	Instance	-	-
Non-Consolidated Support (non ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	-	-
Silver	Instance	-	-
Bronze	Instance	-	-
UNIX			
Gold	Instance	-	-
Silver	Instance	-	-
Bronze	Instance	-	-
Total Service Tier Matrix Instances		-	-
Utility Servers			
Email Accounts - Consolidated	Accounts	-	-
Email Accounts - Remote	Accounts	-	-
O365 - Exchange Plan 1	Accounts	-	-
O365 - Exchange Plan 2	Accounts	-	-
O365 - Office Suite E1	Accounts	-	-
O365 - Office Suite G1	Accounts	-	-
O365 - Kiosk Workers Plan 1	Accounts	-	-
O365 - Educational Plan A3	Accounts	-	-
O365 - Suite E3	Accounts	-	-
O365 - Suite G3	Accounts	-	-
Hosted Secure	Accounts	-	-
Enterprise File and Print	Instance	-	-
Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			
Tier 1 - Mission Critical - High Speed	GB	-	-
Tier 2 - Business Critical	GB	-	-
Tier 3 - Slow I/O Limited Transaction	GB	-	-
Tier 3R - Slow I/O Limited Transaction with replicated copy	GB	-	-
Tape and Backup			
Server Tape Stored - TSM	GB Stored	-	-
Offsite Tape Storage	Tapes	-	-
Non-Consolidated Service Locations			
Disk Storage			
Dedicated and Shared	GB	-	-
Tape and Backup			
Server Tape Stored - TSM	GB Stored	-	-
Server Tape - Other	GB Writes	-	-
Offsite Tape Storage	Tapes	-	-
Other Storage			
Optical Storage	GB	-	-
Miscellaneous Server Services			
Hardware Services Charges (HSC	N/A	-	-
Software Charge (SSC)	N/A	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-	-
Appliances	Appliance	-	-

Resource Baseline Units

Agency: TDCJ

Resource Description	Units	Stub Period	Year 1
Mainframe Services			
IBM			
CPU Hour	CPU Hour	1,511	1,511
CPU Hour - Specialty Engine	CPU Hour		
IBM Mainframe Allocated Application DASD	GB	4,013	4,013
IBM Application Tapes in Storage - VTS	GB	32,653	32,653
IBM Offsite Tape Storage	Tape/Reel	10	20
Print and Mail Services			
Print Images	Images	504,542	504,542
Mailing Insertions	Inserts	-	-
Courier	Jobs Delivered	-	-
Server Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	3	2
Silver	Instance	18	5
Bronze	Instance	25	37
UNIX			
Gold	Instance	5	-
Silver	Instance	3	6
Bronze	Instance	4	3
Non-Consolidated Support (non ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	3	2
Silver	Instance	11	4
Bronze	Instance	88	89
UNIX			
Gold	Instance	4	-
Silver	Instance	2	-
Bronze	Instance	3	2
Total Service Tier Matrix Instances		169	150
Utility Servers			
Email Accounts - Consolidated	Accounts	-	-
Email Accounts - Remote	Accounts	6,585	6,585
O365 - Exchange Plan 1	Accounts		
O365 - Exchange Plan 2	Accounts		
O365 - Office Suite E1	Accounts		
O365 - Office Suite G1	Accounts	-	-
O365 - Kiosk Workers Plan 1	Accounts		
O365 - Educational Plan A3	Accounts		
O365 - Suite E3	Accounts		
O365 - Suite G3	Accounts	-	-
Hosted Secure	Accounts		
Enterprise File and Print	Instance	-	-
Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			
Tier 1 - Mission Critical - High Speed	GB	-	-
Tier 2 - Business Critical	GB	-	5,056
Tier 3 - Slow I/O Limited Transaction	GB	-	3,026
Tier 3R - Slow I/O Limited Transaction with replicated copy	GB	-	-
Tape and Backup			
Server Tape Stored - TSM	GB Stored	2,478	24,382
Offsite Tape Storage	Tapes	67	120
Non-Consolidated Service Locations			
Disk Storage			
Dedicated and Shared	GB	21,004	21,457
Tape and Backup			
Server Tape Stored - TSM	GB Stored	4,536	12,905
Server Tape - Other	GB Writes	28,980	23,776
Offsite Tape Storage	Tapes	1,546	367
Other Storage			
Optical Storage	GB	-	
Miscellaneous Server Services			
Hardware Services Charges (HSC	N/A	-	-
Software Charge (SSC)	N/A	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-	-
Appliances	Appliance	-	-

Resource Baseline Units

Agency: TDI

Resource Description	Units	Stub Period	Year 1
Mainframe Services			
IBM			
CPU Hour	CPU Hour	-	-
CPU Hour - Specialty Engine	CPU Hour		
IBM Mainframe Allocated Application DASD	GB	-	-
IBM Application Tapes in Storage - VTS	GB	-	-
IBM Offsite Tape Storage	Tape/Reel	-	-
Print and Mail Services			
Print Images	Images	309,918	309,918
Mailing Insertions	Inserts	70,840	70,840
Courier	Jobs Delivered	1,222	1,222
Server Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	30	37
Silver	Instance	19	8
Bronze	Instance	7	18
UNIX			
Gold	Instance	6	3
Silver	Instance	-	4
Bronze	Instance	3	6
Non-Consolidated Support (non ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	4	1
Silver	Instance	3	1
Bronze	Instance	5	5
UNIX			
Gold	Instance	6	-
Silver	Instance	-	-
Bronze	Instance	4	2
Total Service Tier Matrix Instances		85	85
Utility Servers			
Email Accounts - Consolidated	Accounts	1,784	-
Email Accounts - Remote	Accounts	-	-
O365 - Exchange Plan 1	Accounts	-	-
O365 - Exchange Plan 2	Accounts	-	-
O365 - Office Suite E1	Accounts	-	1,775
O365 - Office Suite G1	Accounts	-	-
O365 - Kiosk Workers Plan 1	Accounts	-	-
O365 - Educational Plan A3	Accounts	-	-
O365 - Suite E3	Accounts	-	-
O365 - Suite G3	Accounts	-	-
Hosted Secure	Accounts	-	-
Enterprise File and Print	Instance	-	-
Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			
Tier 1 - Mission Critical - High Speed	GB	-	-
Tier 2 - Business Critical	GB	16,032	39,909
Tier 3 - Slow I/O Limited Transaction	GB	-	-
Tier 3R - Slow I/O Limited Transaction with replicated copy	GB	-	-
Tape and Backup			
Server Tape Stored - TSM	GB Stored	28,483	53,618
Offsite Tape Storage	Tapes	332	524
Non-Consolidated Service Locations			
Disk Storage			
Dedicated and Shared	GB	15,266	1,555
Tape and Backup			
Server Tape Stored - TSM	GB Stored	-	70,186
Server Tape - Other	GB Writes	35,498	7,865
Offsite Tape Storage	Tapes	545	113
Other Storage			
Optical Storage	GB	-	
Miscellaneous Server Services			
Hardware Services Charges (HSC	N/A	-	-
Software Charge (SSC)	N/A	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-	-
Appliances	Appliance	-	-

Resource Baseline Units

Agency: TDLR

Resource Description	Units	Stub Period	Year 1
Mainframe Services			
IBM			
CPU Hour	CPU Hour	-	-
CPU Hour - Specialty Engine	CPU Hour		
IBM Mainframe Allocated Application DASD	GB	-	-
IBM Application Tapes in Storage - VTS	GB	-	-
IBM Offsite Tape Storage	Tape/Reel	-	-
Print and Mail Services			
Print Images	Images	-	-
Mailing Insertions	Inserts	-	-
Courier	Jobs Delivered	-	-
Server Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	-	-
Silver	Instance	6	10
Bronze	Instance	4	1
UNIX			
Gold	Instance	-	-
Silver	Instance	-	-
Bronze	Instance	-	-
Non-Consolidated Support (non ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	-	-
Silver	Instance	6	-
Bronze	Instance	2	1
UNIX			
Gold	Instance	-	-
Silver	Instance	1	-
Bronze	Instance	-	-
Total Service Tier Matrix Instances		19	12
Utility Servers			
Email Accounts - Consolidated	Accounts	-	-
Email Accounts - Remote	Accounts	404	-
O365 - Exchange Plan 1	Accounts	-	-
O365 - Exchange Plan 2	Accounts	-	-
O365 - Office Suite E1	Accounts	-	360
O365 - Office Suite G1	Accounts	-	-
O365 - Kiosk Workers Plan 1	Accounts	-	-
O365 - Educational Plan A3	Accounts	-	-
O365 - Suite E3	Accounts	-	-
O365 - Suite G3	Accounts	-	-
Hosted Secure	Accounts	-	-
Enterprise File and Print	Instance	-	-
Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			
Tier 1 - Mission Critical - High Speed	GB	-	80
Tier 2 - Business Critical	GB	-	3,492
Tier 3 - Slow I/O Limited Transaction	GB	-	600
Tier 3R - Slow I/O Limited Transaction with replicated copy	GB	-	-
Tape and Backup			
Server Tape Stored - TSM	GB Stored	14,364	19,699
Offsite Tape Storage	Tapes	36	36
Non-Consolidated Service Locations			
Disk Storage			
Dedicated and Shared	GB	5,066	1,196
Tape and Backup			
Server Tape Stored - TSM	GB Stored	-	
Server Tape - Other	GB Writes	10,204	1,484
Offsite Tape Storage	Tapes	620	885
Other Storage			
Optical Storage	GB	-	
Miscellaneous Server Services			
Hardware Services Charges (HSC	N/A	-	-
Software Charge (SSC)	N/A	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-	-
Appliances	Appliance	-	-

Resource Baseline Units

Agency: TEA

Resource Description	Units	Stub Period	Year 1
Mainframe Services			
IBM			
CPU Hour	CPU Hour	-	-
CPU Hour - Specialty Engine	CPU Hour		
IBM Mainframe Allocated Application DASD	GB	628	628
IBM Application Tapes in Storage - VTS	GB	-	-
IBM Offsite Tape Storage	Tape/Reel	-	-
Print and Mail Services			
Print Images	Images	20,365	20,365
Mailing Insertions	Inserts	-	-
Courier	Jobs Delivered	352	352
Server Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	40	27
Silver	Instance	21	14
Bronze	Instance	25	29
UNIX			
Gold	Instance	3	5
Silver	Instance	2	-
Bronze	Instance	0	-
Non-Consolidated Support (non ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	78	92
Silver	Instance	50	20
Bronze	Instance	52	33
UNIX			
Gold	Instance	19	18
Silver	Instance	22	14
Bronze	Instance	8	8
Total Service Tier Matrix Instances		319	260
Utility Servers			
Email Accounts - Consolidated	Accounts	-	-
Email Accounts - Remote	Accounts	1,454	1,454
O365 - Exchange Plan 1	Accounts	-	-
O365 - Exchange Plan 2	Accounts	-	-
O365 - Office Suite E1	Accounts	-	-
O365 - Office Suite G1	Accounts	-	-
O365 - Kiosk Workers Plan 1	Accounts	-	-
O365 - Educational Plan A3	Accounts	-	-
O365 - Suite E3	Accounts	-	-
O365 - Suite G3	Accounts	-	-
Hosted Secure	Accounts	-	-
Enterprise File and Print	Instance	-	-
Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			
Tier 1 - Mission Critical - High Speed	GB	-	1,261
Tier 2 - Business Critical	GB	-	7,448
Tier 3 - Slow I/O Limited Transaction	GB	-	5,738
Tier 3R - Slow I/O Limited Transaction with replicated copy	GB	-	-
Tape and Backup			
Server Tape Stored - TSM	GB Stored	9,602	53,739
Offsite Tape Storage	Tapes	168	185
Non-Consolidated Service Locations			
Disk Storage			
Dedicated and Shared	GB	96,413	55,303
Tape and Backup			
Server Tape Stored - TSM	GB Stored	74,494	512,143
Server Tape - Other	GB Writes	62,281	74,682
Offsite Tape Storage	Tapes	9,866	10,895
Other Storage			
Optical Storage	GB	-	
Miscellaneous Server Services			
Hardware Services Charges (HSC	N/A	-	-
Software Charge (SSC)	N/A	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-	-
Appliances	Appliance	-	-

Resource Baseline Units

Agency: TFC

Resource Description	Units	Stub Period	Year 1
Mainframe Services			
IBM			
CPU Hour	CPU Hour	-	-
CPU Hour - Specialty Engine	CPU Hour		
IBM Mainframe Allocated Application DASD	GB	-	-
IBM Application Tapes in Storage - VTS	GB	-	-
IBM Offsite Tape Storage	Tape/Reel	-	-
Print and Mail Services			
Print Images	Images	38,969	38,969
Mailing Insertions	Inserts	-	-
Courier	Jobs Delivered	-	-
Server Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	4	2
Silver	Instance	2	-
Bronze	Instance	11	7
UNIX			
Gold	Instance	-	-
Silver	Instance	-	-
Bronze	Instance	-	-
Non-Consolidated Support (non ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	1	-
Silver	Instance	1	-
Bronze	Instance	2	1
UNIX			
Gold	Instance	-	-
Silver	Instance	-	-
Bronze	Instance	-	-
Total Service Tier Matrix Instances		21	10
Utility Servers			
Email Accounts - Consolidated	Accounts	-	-
Email Accounts - Remote	Accounts	-	-
O365 - Exchange Plan 1	Accounts	-	-
O365 - Exchange Plan 2	Accounts	-	-
O365 - Office Suite E1	Accounts	-	-
O365 - Office Suite G1	Accounts	-	-
O365 - Kiosk Workers Plan 1	Accounts	-	-
O365 - Educational Plan A3	Accounts	-	-
O365 - Suite E3	Accounts	-	-
O365 - Suite G3	Accounts	-	-
Hosted Secure	Accounts	-	-
Enterprise File and Print	Instance	-	-
Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			
Tier 1 - Mission Critical - High Speed	GB	-	-
Tier 2 - Business Critical	GB	550	1,116
Tier 3 - Slow I/O Limited Transaction	GB	-	-
Tier 3R - Slow I/O Limited Transaction with replicated copy	GB	-	-
Tape and Backup			
Server Tape Stored - TSM	GB Stored	2,768	1,108
Offsite Tape Storage	Tapes	34	16
Non-Consolidated Service Locations			
Disk Storage			
Dedicated and Shared	GB	-	36
Tape and Backup			
Server Tape Stored - TSM	GB Stored	-	1,826
Server Tape - Other	GB Writes	-	-
Offsite Tape Storage	Tapes	-	-
Other Storage			
Optical Storage	GB	-	
Miscellaneous Server Services			
Hardware Services Charges (HSC	N/A	-	-
Software Charge (SSC)	N/A	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-	-
Appliances	Appliance	-	-

Resource Baseline Units

Agency: THECB

Resource Description	Units	Stub Period	Year 1
Mainframe Services			
IBM			
CPU Hour	CPU Hour	-	-
CPU Hour - Specialty Engine	CPU Hour		
IBM Mainframe Allocated Application DASD	GB	-	-
IBM Application Tapes in Storage - VTS	GB	-	-
IBM Offsite Tape Storage	Tape/Reel	-	-
Print and Mail Services			
Print Images	Images	113,981	113,981
Mailing Insertions	Inserts	90,131	90,131
Courier	Jobs Delivered	134	134
Server Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	31	21
Silver	Instance	12	8
Bronze	Instance	4	16
UNIX			
Gold	Instance	1	2
Silver	Instance	2	1
Bronze	Instance	2	-
Non-Consolidated Support (non ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	-	2
Silver	Instance	4	1
Bronze	Instance	6	6
UNIX			
Gold	Instance	-	-
Silver	Instance	-	-
Bronze	Instance	-	-
Total Service Tier Matrix Instances		62	57
Utility Servers			
Email Accounts - Consolidated	Accounts	337	337
Email Accounts - Remote	Accounts	-	-
O365 - Exchange Plan 1	Accounts	-	-
O365 - Exchange Plan 2	Accounts	-	-
O365 - Office Suite E1	Accounts	-	-
O365 - Office Suite G1	Accounts	-	-
O365 - Kiosk Workers Plan 1	Accounts	-	-
O365 - Educational Plan A3	Accounts	-	-
O365 - Suite E3	Accounts	-	-
O365 - Suite G3	Accounts	-	-
Hosted Secure	Accounts	-	-
Enterprise File and Print	Instance	-	-
Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			
Tier 1 - Mission Critical - High Speed	GB	-	-
Tier 2 - Business Critical	GB	7,053	15,842
Tier 3 - Slow I/O Limited Transaction	GB	-	-
Tier 3R - Slow I/O Limited Transaction with replicated copy	GB	-	-
Tape and Backup			
Server Tape Stored - TSM	GB Stored	25,242	79,869
Offsite Tape Storage	Tapes	282	246
Non-Consolidated Service Locations			
Disk Storage			
Dedicated and Shared	GB	7,053	526
Tape and Backup			
Server Tape Stored - TSM	GB Stored	-	15,991
Server Tape - Other	GB Writes	4,875	3,132
Offsite Tape Storage	Tapes	2,549	2,689
Other Storage			
Optical Storage	GB	-	
Miscellaneous Server Services			
Hardware Services Charges (HSC	N/A	-	-
Software Charge (SSC)	N/A	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-	-
Appliances	Appliance	-	-

Resource Baseline Units

Agency: TJJD

Resource Description	Units	Stub Period	Year 1
Mainframe Services			
IBM			
CPU Hour	CPU Hour	9	9
CPU Hour - Specialty Engine	CPU Hour		
IBM Mainframe Allocated Application DASD	GB	129	129
IBM Application Tapes in Storage - VTS	GB	540	540
IBM Offsite Tape Storage	Tape/Reel	-	133
Print and Mail Services			
Print Images	Images	-	-
Mailing Insertions	Inserts	-	-
Courier	Jobs Delivered	-	-
Server Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	10	12
Silver	Instance	34	1
Bronze	Instance	3	13
UNIX			
Gold	Instance	-	-
Silver	Instance	-	-
Bronze	Instance	-	-
Non-Consolidated Support (non ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	14	7
Silver	Instance	42	5
Bronze	Instance	1	11
UNIX			
Gold	Instance	-	-
Silver	Instance	-	-
Bronze	Instance	-	-
Total Service Tier Matrix Instances		104	49
Utility Servers			
Email Accounts - Consolidated	Accounts	-	-
Email Accounts - Remote	Accounts	-	-
O365 - Exchange Plan 1	Accounts	-	-
O365 - Exchange Plan 2	Accounts	-	-
O365 - Office Suite E1	Accounts	-	-
O365 - Office Suite G1	Accounts	-	-
O365 - Kiosk Workers Plan 1	Accounts	-	-
O365 - Educational Plan A3	Accounts	-	-
O365 - Suite E3	Accounts	-	-
O365 - Suite G3	Accounts	-	-
Hosted Secure	Accounts	-	-
Enterprise File and Print	Instance	-	-
Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			
Tier 1 - Mission Critical - High Speed	GB	-	-
Tier 2 - Business Critical	GB	-	6,504
Tier 3 - Slow I/O Limited Transaction	GB	-	125
Tier 3R - Slow I/O Limited Transaction with replicated copy	GB	-	-
Tape and Backup			
Server Tape Stored - TSM	GB Stored	8,341	92,126
Offsite Tape Storage	Tapes	299	405
Non-Consolidated Service Locations			
Disk Storage			
Dedicated and Shared	GB	17,246	2,104
Tape and Backup			
Server Tape Stored - TSM	GB Stored	-	1,421
Server Tape - Other	GB Writes	13,862	14,643
Offsite Tape Storage	Tapes	103	161
Other Storage			
Optical Storage	GB	-	
Miscellaneous Server Services			
Hardware Services Charges (HSC	N/A	-	-
Software Charge (SSC)	N/A	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-	-
Appliances	Appliance	-	-

Resource Baseline Units

Agency: TPWD

Resource Description	Units	Stub Period	Year 1
Mainframe Services			
IBM			
CPU Hour	CPU Hour	-	-
CPU Hour - Specialty Engine	CPU Hour		
IBM Mainframe Allocated Application DASD	GB	-	-
IBM Application Tapes in Storage - VTS	GB	-	-
IBM Offsite Tape Storage	Tape/Reel	-	-
Print and Mail Services			
Print Images	Images	-	-
Mailing Insertions	Inserts	-	-
Courier	Jobs Delivered	-	-
Server Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	1	1
Silver	Instance	19	10
Bronze	Instance	5	7
UNIX			
Gold	Instance	0	1
Silver	Instance	2	1
Bronze	Instance	2	-
Non-Consolidated Support (non ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	2	-
Silver	Instance	26	15
Bronze	Instance	27	23
UNIX			
Gold	Instance	7	6
Silver	Instance	10	6
Bronze	Instance	24	12
Total Service Tier Matrix Instances		125	82
Utility Servers			
Email Accounts - Consolidated	Accounts	-	-
Email Accounts - Remote	Accounts	3,734	-
O365 - Exchange Plan 1	Accounts	-	3,000
O365 - Exchange Plan 2	Accounts	-	-
O365 - Office Suite E1	Accounts	-	-
O365 - Office Suite G1	Accounts	-	-
O365 - Kiosk Workers Plan 1	Accounts	-	-
O365 - Educational Plan A3	Accounts	-	-
O365 - Suite E3	Accounts	-	-
O365 - Suite G3	Accounts	-	-
Hosted Secure	Accounts	-	-
Enterprise File and Print	Instance	-	-
Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			
Tier 1 - Mission Critical - High Speed	GB	-	-
Tier 2 - Business Critical	GB	-	3,804
Tier 3 - Slow I/O Limited Transaction	GB	-	-
Tier 3R - Slow I/O Limited Transaction with replicated copy	GB	-	-
Tape and Backup			
Server Tape Stored - TSM	GB Stored	10,698	35,344
Offsite Tape Storage	Tapes	110	188
Non-Consolidated Service Locations			
Disk Storage			
Dedicated and Shared	GB	32,273	14,460
Tape and Backup			
Server Tape Stored - TSM	GB Stored	-	4,713
Server Tape - Other	GB Writes	121,345	69,303
Offsite Tape Storage	Tapes	1,512	1,169
Other Storage			
Optical Storage	GB	-	
Miscellaneous Server Services			
Hardware Services Charges (HSC	N/A	-	-
Software Charge (SSC)	N/A	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-	-
Appliances	Appliance	-	-

Resource Baseline Units

Agency: TSLAC

Resource Description	Units	Stub Period	Year 1
Mainframe Services			
IBM			
CPU Hour	CPU Hour	-	-
CPU Hour - Specialty Engine	CPU Hour		
IBM Mainframe Allocated Application DASD	GB	-	-
IBM Application Tapes in Storage - VTS	GB	-	-
IBM Offsite Tape Storage	Tape/Reel	-	-
Print and Mail Services			
Print Images	Images	-	-
Mailing Insertions	Inserts	-	-
Courier	Jobs Delivered	-	-
Server Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	15	-
Silver	Instance	2	-
Bronze	Instance	4	13
UNIX			
Gold	Instance	1	-
Silver	Instance	1	-
Bronze	Instance	1	-
Non-Consolidated Support (non ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	-	-
Silver	Instance	1	-
Bronze	Instance	-	1
UNIX			
Gold	Instance	-	-
Silver	Instance	-	-
Bronze	Instance	-	-
Total Service Tier Matrix Instances		25	14
Utility Servers			
Email Accounts - Consolidated	Accounts	243	243
Email Accounts - Remote	Accounts	-	-
O365 - Exchange Plan 1	Accounts	-	-
O365 - Exchange Plan 2	Accounts	-	-
O365 - Office Suite E1	Accounts	-	-
O365 - Office Suite G1	Accounts	-	-
O365 - Kiosk Workers Plan 1	Accounts	-	-
O365 - Educational Plan A3	Accounts	-	-
O365 - Suite E3	Accounts	-	-
O365 - Suite G3	Accounts	-	-
Hosted Secure	Accounts	-	-
Enterprise File and Print	Instance	-	-
Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			
Tier 1 - Mission Critical - High Speed	GB	-	-
Tier 2 - Business Critical	GB	8,007	4,291
Tier 3 - Slow I/O Limited Transaction	GB	-	-
Tier 3R - Slow I/O Limited Transaction with replicated copy	GB	-	-
Tape and Backup			
Server Tape Stored - TSM	GB Stored	6,711	7,028
Offsite Tape Storage	Tapes	8	34
Non-Consolidated Service Locations			
Disk Storage			
Dedicated and Shared	GB	-	1,321
Tape and Backup			
Server Tape Stored - TSM	GB Stored	-	6,065
Server Tape - Other	GB Writes	-	-
Offsite Tape Storage	Tapes	-	-
Other Storage			
Optical Storage	GB	-	
Miscellaneous Server Services			
Hardware Services Charges (HSC	N/A	-	-
Software Charge (SSC)	N/A	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-	-
Appliances	Appliance	-	-

Resource Baseline Units

Agency: TVC

Resource Description	Units	Stub Period	Year 1
Mainframe Services			
IBM			
CPU Hour	CPU Hour	-	-
CPU Hour - Specialty Engine	CPU Hour		
IBM Mainframe Allocated Application DASD	GB	-	-
IBM Application Tapes in Storage - VTS	GB	-	-
IBM Offsite Tape Storage	Tape/Reel	-	-
Print and Mail Services			
Print Images	Images	-	-
Mailing Insertions	Inserts	-	-
Courier	Jobs Delivered	-	-
Server Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	4	3
Silver	Instance	-	-
Bronze	Instance	-	-
UNIX			
Gold	Instance	-	-
Silver	Instance	-	-
Bronze	Instance	-	-
Non-Consolidated Support (non ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	-	-
Silver	Instance	-	-
Bronze	Instance	-	-
UNIX			
Gold	Instance	-	-
Silver	Instance	-	-
Bronze	Instance	-	-
Total Service Tier Matrix Instances		4	3
Utility Servers			
Email Accounts - Consolidated	Accounts	-	-
Email Accounts - Remote	Accounts	-	-
O365 - Exchange Plan 1	Accounts	-	225
O365 - Exchange Plan 2	Accounts	-	-
O365 - Office Suite E1	Accounts	-	-
O365 - Office Suite G1	Accounts	-	-
O365 - Kiosk Workers Plan 1	Accounts	-	15
O365 - Educational Plan A3	Accounts	-	-
O365 - Suite E3	Accounts	-	-
O365 - Suite G3	Accounts	-	-
Hosted Secure	Accounts	-	-
Enterprise File and Print	Instance	-	-
Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			
Tier 1 - Mission Critical - High Speed	GB	-	124
Tier 2 - Business Critical	GB	-	127
Tier 3 - Slow I/O Limited Transaction	GB	-	-
Tier 3R - Slow I/O Limited Transaction with replicated copy	GB	-	-
Tape and Backup			
Server Tape Stored - TSM	GB Stored	150	3,382
Offsite Tape Storage	Tapes	6	8
Non-Consolidated Service Locations			
Disk Storage			
Dedicated and Shared	GB	499	-
Tape and Backup			
Server Tape Stored - TSM	GB Stored	-	
Server Tape - Other	GB Writes	-	
Offsite Tape Storage	Tapes	-	-
Other Storage			
Optical Storage	GB	-	
Miscellaneous Server Services			
Hardware Services Charges (HSC	N/A	-	-
Software Charge (SSC)	N/A	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-	-
Appliances	Appliance	-	-

Resource Baseline Units

Agency: TWC

Resource Description	Units	Stub Period	Year 1
Mainframe Services			
IBM			
CPU Hour	CPU Hour	1,737	1,737
CPU Hour - Specialty Engine	CPU Hour	139	139
IBM Mainframe Allocated Application DASD	GB	2,453	2,453
IBM Application Tapes in Storage - VTS	GB	93,819	93,819
IBM Offsite Tape Storage	Tape/Reel	124	44
Print and Mail Services			
Print Images	Images	6,073,182	6,073,182
Mailing Insertions	Inserts	1,621,219	1,621,219
Courier	Jobs Delivered	696	196
Server Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	4	-
Silver	Instance	1	-
Bronze	Instance	1	-
UNIX			
Gold	Instance	22	21
Silver	Instance	5	-
Bronze	Instance	28	22
Non-Consolidated Support (non ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	32	23
Silver	Instance	16	34
Bronze	Instance	94	26
UNIX			
Gold	Instance	4	1
Silver	Instance	0	2
Bronze	Instance	10	1
Total Service Tier Matrix Instances		216	130
Utility Servers			
Email Accounts - Consolidated	Accounts	-	-
Email Accounts - Remote	Accounts	-	-
O365 - Exchange Plan 1	Accounts	-	-
O365 - Exchange Plan 2	Accounts	-	-
O365 - Office Suite E1	Accounts	-	-
O365 - Office Suite G1	Accounts	-	-
O365 - Kiosk Workers Plan 1	Accounts	-	-
O365 - Educational Plan A3	Accounts	-	-
O365 - Suite E3	Accounts	-	-
O365 - Suite G3	Accounts	-	-
Hosted Secure	Accounts	-	-
Enterprise File and Print	Instance	-	-
Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			
Tier 1 - Mission Critical - High Speed	GB	-	6,471
Tier 2 - Business Critical	GB	-	6,155
Tier 3 - Slow I/O Limited Transaction	GB	-	-
Tier 3R - Slow I/O Limited Transaction with replicated copy	GB	-	-
Tape and Backup			
Server Tape Stored - TSM	GB Stored	40,918	38,998
Offsite Tape Storage	Tapes	315	93
Non-Consolidated Service Locations			
Disk Storage			
Dedicated and Shared	GB	34,094	69,485
Tape and Backup			
Server Tape Stored - TSM	GB Stored	15,092	48,100
Server Tape - Other	GB Writes	6,657	-
Offsite Tape Storage	Tapes	5,281	395
Other Storage			
Optical Storage	GB	-	
Miscellaneous Server Services			
Hardware Services Charges (HSC	N/A	-	-
Software Charge (SSC)	N/A	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-	-
Appliances	Appliance	-	-

Resource Baseline Units

Agency: WDB

Resource Description	Units	Stub Period	Year 1
Mainframe Services			
IBM			
CPU Hour	CPU Hour	-	-
CPU Hour - Specialty Engine	CPU Hour		
IBM Mainframe Allocated Application DASD	GB	-	-
IBM Application Tapes in Storage - VTS	GB	-	-
IBM Offsite Tape Storage	Tape/Reel	-	-
Print and Mail Services			
Print Images	Images	-	-
Mailing Insertions	Inserts	-	-
Courier	Jobs Delivered	-	-
Server Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	-	-
Silver	Instance	-	-
Bronze	Instance	-	-
UNIX			
Gold	Instance	-	-
Silver	Instance	-	-
Bronze	Instance	-	-
Non-Consolidated Support (non ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	4	2
Silver	Instance	32	15
Bronze	Instance	12	13
UNIX			
Gold	Instance	1	-
Silver	Instance	2	-
Bronze	Instance	2	-
Total Service Tier Matrix Instances		53	30
Utility Servers			
Email Accounts - Consolidated	Accounts	-	-
Email Accounts - Remote	Accounts	425	-
O365 - Exchange Plan 1	Accounts	-	-
O365 - Exchange Plan 2	Accounts	-	10
O365 - Office Suite E1	Accounts	-	325
O365 - Office Suite G1	Accounts	-	-
O365 - Kiosk Workers Plan 1	Accounts	-	-
O365 - Educational Plan A3	Accounts	-	-
O365 - Suite E3	Accounts	-	-
O365 - Suite G3	Accounts	-	-
Hosted Secure	Accounts	-	-
Enterprise File and Print	Instance	-	-
Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			
Tier 1 - Mission Critical - High Speed	GB	-	-
Tier 2 - Business Critical	GB	-	-
Tier 3 - Slow I/O Limited Transaction	GB	-	-
Tier 3R - Slow I/O Limited Transaction with replicated copy	GB	-	-
Tape and Backup			
Server Tape Stored - TSM	GB Stored	-	-
Offsite Tape Storage	Tapes	592	-
Non-Consolidated Service Locations			
Disk Storage			
Dedicated and Shared	GB	52,804	28,291
Tape and Backup			
Server Tape Stored - TSM	GB Stored	-	
Server Tape - Other	GB Writes	42,545	32,500
Offsite Tape Storage	Tapes	-	472
Other Storage			
Optical Storage	GB	-	-
Miscellaneous Server Services			
Hardware Services Charges (HSC	N/A	-	-
Software Charge (SSC)	N/A	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-	-
Appliances	Appliance	-	-

Resource Baseline Units

Agency: TxDOT

Resource Description	Units	Stub Period	Year 1
Mainframe Services			
IBM			
CPU Hour	CPU Hour	235	235
CPU Hour - Specialty Engine	CPU Hour		
IBM Mainframe Allocated Application DASD	GB	1,536	1,536
IBM Application Tapes in Storage - VTS	GB	12,122	12,122
IBM Offsite Tape Storage	Tape/Reel	1,233	687
Print and Mail Services			
Print Images	Images	-	-
Mailing Insertions	Inserts	-	-
Courier	Jobs Delivered	-	-
Server Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	10	-
Silver	Instance	63	49
Bronze	Instance	13	9
UNIX			
Gold	Instance	6	-
Silver	Instance	8	4
Bronze	Instance	5	1
Non-Consolidated Support (non ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	37	14
Silver	Instance	262	31
Bronze	Instance	251	463
UNIX			
Gold	Instance	11	3
Silver	Instance	9	5
Bronze	Instance	4	8
Total Service Tier Matrix Instances		679	587
Utility Servers			
Email Accounts - Consolidated	Accounts	-	-
Email Accounts - Remote	Accounts	12,813	-
O365 - Exchange Plan 1	Accounts	-	9,400
O365 - Exchange Plan 2	Accounts	-	100
O365 - Office Suite E1	Accounts	-	-
O365 - Office Suite G1	Accounts	-	-
O365 - Kiosk Workers Plan 1	Accounts	-	3,000
O365 - Educational Plan A3	Accounts	-	-
O365 - Suite E3	Accounts	-	-
O365 - Suite G3	Accounts	-	-
Hosted Secure	Accounts	-	-
Enterprise File and Print	Instance	-	-
Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			
Tier 1 - Mission Critical - High Speed	GB	-	73
Tier 2 - Business Critical	GB	-	11,786
Tier 3 - Slow I/O Limited Transaction	GB	-	62
Tier 3R - Slow I/O Limited Transaction with replicated copy	GB	-	-
Tape and Backup			
Server Tape Stored - TSM	GB Stored	106,169	184,397
Offsite Tape Storage	Tapes	509	510
Non-Consolidated Service Locations			
Disk Storage			
Dedicated and Shared	GB	186,959	100,979
Tape and Backup			
Server Tape Stored - TSM	GB Stored	-	128
Server Tape - Other	GB Writes	435,983	194,446
Offsite Tape Storage	Tapes	7,281	10,933
Other Storage			
Optical Storage	GB	63	-
Miscellaneous Server Services			
Hardware Services Charges (HSC	N/A	-	-
Software Charge (SSC)	N/A	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-	-
Appliances	Appliance	-	-

Resource Baseline Units

Agency: ASU (non-billable; see Exhibit 4, Section 20)

Resource Description	Units	Stub Period	Year 1
Mainframe Services			
IBM			
CPU Hour	CPU Hour	-	-
CPU Hour - Specialty Engine	CPU Hour		
IBM Mainframe Allocated Application DASD	GB	-	-
IBM Application Tapes in Storage - VTS	GB	-	-
IBM Offsite Tape Storage	Tape/Reel	-	-
Print and Mail Services			
Print Images	Images	-	-
Mailing Insertions	Inserts	-	-
Courier	Jobs Delivered	-	-
Server Services			
Service Tier Matrix			
Consolidated Data Centers Support (ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	1	1
Silver	Instance	10	10
Bronze	Instance	-	-
UNIX			
Gold	Instance	10	10
Silver	Instance	17	17
Bronze	Instance	-	-
Non-Consolidated Support (non ADC/SDC)			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold	Instance	-	-
Silver	Instance	-	-
Bronze	Instance	-	-
UNIX			
Gold	Instance	-	-
Silver	Instance	-	-
Bronze	Instance	-	-
Total Service Tier Matrix Instances		38	38
Utility Servers			
Email Accounts - Consolidated	Accounts	1,658	1,658
Email Accounts - Remote	Accounts	-	-
O365 - Exchange Plan 1	Accounts	-	-
O365 - Exchange Plan 2	Accounts	-	-
O365 - Office Suite E1	Accounts	-	-
O365 - Office Suite G1	Accounts	-	-
O365 - Kiosk Workers Plan 1	Accounts	-	-
O365 - Educational Plan A3	Accounts	-	-
O365 - Suite E3	Accounts	-	-
O365 - Suite G3	Accounts	-	-
Hosted Secure	Accounts	-	-
Enterprise File and Print	Instance	-	-
Server Storage			
Consolidated Data Centers (ADC/SDC)			
Enterprise Storage			
Tier 1 - Mission Critical - High Speed	GB	-	-
Tier 2 - Business Critical	GB	12,000	12,000
Tier 3 - Slow I/O Limited Transaction	GB	-	-
Tier 3R - Slow I/O Limited Transaction with replicated copy	GB	-	-
Tape and Backup			
Server Tape Stored - TSM	GB Stored	53,685	53,685
Offsite Tape Storage	Tapes	260	260
Non-Consolidated Service Locations			
Disk Storage			
Dedicated and Shared	GB	-	-
Tape and Backup			
Server Tape Stored - TSM	GB Stored	-	-
Server Tape - Other	GB Writes	54,402	54,402
Offsite Tape Storage	Tapes	-	-
Other Storage			
Optical Storage	GB	-	-
Miscellaneous Server Services			
Hardware Services Charges (HSC	N/A	-	-
Software Charge (SSC)	N/A	-	-
Hardware Maintenance - DIR Customer-Owned STM Servers	N/A	-	-
Appliances	Appliance	-	-